

Position Description

Classified/Unclassified	Regular/Temporary	Full-Time/Part-Time	% of Time
Unclassified	Regular	Full-Time	100%
Employee Name		Position Number	Position Title
[REDACTED]		[REDACTED]	Senior Administrative Asst
Supervisor Name		Supervisor Position Number	Supervisor Title
[REDACTED]		[REDACTED]	Cashier's Cage Supervisor
Location		Department ID	Division
Scott Building		5658531000	Customer Relations
FLSA Status		Work Schedule	Regular Hours of Work
Non-Exempt		8 Hours/Day Mon - Fri	8:00 am - 5:00 pm

1. Please Summarize the duties of this position for posting in the job announcement. If this is a request to reallocate the position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which change the duties and responsibilities of the position.

This position is in Customer Relations/Taxpayer Assistance Center. Must have good customer service skills and the ability to interact with the public in a professional manner. Must also be able to handle large volumes of cash in a rush environment without getting nervous. This position is very similar to a bank teller's job. Must have a basic understanding of accounting, all Kansas Department of Revenue (KDOR) systems, which includes the Property Valuation Division (PVD), and Alcoholic Beverage Control (ABC) Vehicles and all the many taxes and fees collected by KDOR. Meets the public on a daily basis and deals in cash. This puts a very high premium on accuracy of work. Assists other Revenue Accounting staff with the processing of returned checks, posting problem payments, the entry of distribution tax information or the review of detail changes/consolidations on the Legacy tax systems as time allows. Training will be provided.

2. How much latitude is allowed incumbent in completing work?

Considerable

3. What kinds of instructions, methods and guidelines are given to the incumbent in this position to help do the work?

They have written instructions, methods of operations, and guidelines to follow, but they also must rely on good common sense when making decisions. Assignments are given by the team leader for the unit. These assignments are given in detail, but the cashier must implement them by themselves.

4. Which statement best describes the results of error in action or decision of this incumbent?

Adverse impact on health and welfare of others, Damage, Moderate loss of time

5. Describe the work of this position. Use the following format for describing the duties: What is the action being done (use action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed).

Number Each Task, Indicate Percent of Time and Identify each function as Essential or Marginal by placing an "E" or "M" next to the % of time for each task. Generally, the percent of time assigned to task statements should not be less than 5% and not more than 50% Essential functions are primary job duties for which the position was created and that an employee must be able to perform, with or without a reasonable accommodation. Marginal functions are peripheral, incidental or minimal parts of the position.

Note: The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

The employee in this position has access to confidential information, which must be treated in accordance with the Kansas Department of Revenue Confidentiality Oath and applicable policies and procedures. The person will receive training as it relates to the duties of this position.

In addition to the tasks listed below, the employee is expected to adhere to the Mission and Vision of the agency and to identify personal strengths and developmental needs to increase job performance and career growth. Analyzes work processes, seeks new approaches and makes recommendations to enhance efficiency and effectiveness of the agency. Works professionally with staff, customers and the public, to provide efficient and effective customer service. Contributes to a productive team environment and uses free time as available to assist other staff in the completion of work assignments.

Recognizes responsibilities to the agency and applies effective work habits and attitudes to meet work requirements. Attends work regularly and on time, plans appropriately for absences and assumes personal accountability for work.

#	% of Time	E or M	Description of Duties
1	40%	E	Assists both external and internal customers with any payments of cash processing questions. Payments and process questions can be in regards to PVD, ABC, vehicles, taxation or any taxes/fees collected by Kansas Department of Revenue(KDOR) . When a cash payment is made, cash receipts are prepared and entered into the cash register by tax type. Taxpayers requesting a receipt for checks will be given a hand written receipt. All return and voucher information will be verified to ensure required processing information is included. If information or payment splits are wrong, cashier will make required changes. It is very important the cashier understands the many taxes and fees collected by KDOR. A log is maintained for all walk-in customers. This log details the service provided to the public. It is very important to log all transactions in order to continually improve customer service.
2	15%	E	When the daily Blue Bag is received from the Motor Carriers (MC) Station, the cashier will hand-enter the required information into the daily log. If the returns are corrected, the information will be entered in a shared folder. If returns are wrong, the cashier will notify the appropriate supervisor for additional instructions. Receive and verify the examiner reports. Verify weekly Electronic Fund Transfer (EFT) totals with the EFT Unit. If not in balance, adjust as required. This may require calling the county treasurer's office to clarify issues. Process all payments received which includes payments for more than one tax types and one or more checks. Maintain and balance a split sheet for tracking purposes.
3	15%	E	Daily contacts are made to insure document and payments accuracy with Revenue Accounting Deposits, Motor Carrier, Dealers, License, Driver Control, Titles and Kansas Department of Transportation (KDOT). Additional contact could be made with other units in KDOR or other state agency revenue units. Balance daily work both checks and cash, separating tax types, adding each tax type and logging onto the daily deposit return. Cash drawers must be balanced daily.
4	15%	E	Assists in the review of work listed or error payments processed through Astra Tax Processing (ATP) system or other tax systems. Assists with the processing of returned checks and preparation of returned check letters to taxpayers when needed during peak income tax periods.
5	15%	E	Assists with data entry of tax returns, vouchers and remittance data through data entry systems for distribution tax systems completed in the Revenue Accounting area. Assists with the completion of detail changes or consolidations distribution tax systems completed within the Revenue Accounting area. Assists as assigned with other Revenue Accounting tasks when needed.

6. Does this position directly supervise agency employees?

No

7. List the position titles and position numbers of all agency employees directly supervised by this position:

8. For what purpose, and with whom and how frequently are contacts made with the public, officials, or other employees?

Contact with	Frequency	Purpose	Other
Local Government Officials/staff	Daily	Obtain or verify information	
State Government Officials/staff	Frequently	Obtain or verify information	
KDOR staff	Daily	Obtain or verify information	
Public	Daily	Obtain or verify information	

9. What hazards, risks or discomforts exist on the job or in the work environment and describe any methods, techniques, or procedures that must be used to ensure safety for equipment, employees, customers, and others. Employee is encouraged to follow office safety practices to ensure safety for self and others in the office.

Position Requirement	Frequency
Walking	Daily
Working with upset customers on the phone and/or in person	Daily
Standing	Daily
Sitting	Daily
Ability to ascend and descend stairs	Daily
Bending	Occasionally

10. Check all machines that are regularly used in the work of the position and indicate frequency with which they are used.

Equipment	Frequency
Computer	Daily
Telephone	Frequently
Copier	Occasionally
Epson cash register, slip printer, detail reporting printer	Daily
Dell Terminal	Daily
Adding machine	Daily
On-line printer for fiscal duties	Daily
Epson cash register, slip printer, detail reporting printer	Daily
Dell Terminal	Daily

11. Minimum Requirements (MR) as stated in the State of Kansas Class Specification.

One year of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

12. Special Requirements: Additional qualifications for this position that are necessary to perform the Essential Functions of the position (i.e. license, registration or certification).

13. Security Clearance Requirements: The Security Clearance requirements for this position are:

1*--KBI and FBI fingerprint required due to access to Federal Tax Information files in KDOR systems

14. Preferred education, skills, and experience. (These items will be used to screen applicants when recruiting to fill the position.)

Preferred Education	Degree Area
High School/GED	
Preferred Skills	Description
Computer	Word, Excel, PowerPoint, Access
Grammar	Proofreading, editing, attention to detail

Preferred Experience:

Customer service experience and experience in general office, clerical and administrative support work.

Position Status: Draft

Print Date: 10/17/2022