

KANSAS DEPARTMENT OF REVENUE

Classification Title: Revenue Customer Rep Senior

Requisition No.:

Percentage	Description
30%	<p>Reviews and manages bankruptcy cases through the use of the integrated collection system and from notices received from the bankruptcy court to determine appropriate bankruptcy collection action for all delinquent tax types, including but not limited to retailers sales, compensating and use, withholding, corporate income, liquor enforcement and excise, transient guest and individual income taxes. Audits debtors' accounts by reviewing accounting systems to prepare statements of accounts and proofs of claims to be filed in court to protect debts owed to KDOR. Monitors active bankruptcy plans to ensure continued compliance, determines appropriate bankruptcy remedies used for non-compliant debtors and prepares & files subsequent pleadings with the U.S. Bankruptcy Court. Prepares responsive answers and motions for filing in bankruptcy court, including Responses to Objections, Motions to Compel the filing of State Tax Returns, Motions for Dismissal or Conversion, and Answers to Adversary Complaints. Answers inquiries from debtors, debtor's counsel, and court personnel regarding the department's filed pleadings. Reviews discharged bankruptcy cases to determine all state tax debt that is dischargeable pursuant to the federal bankruptcy laws. Reconciles discharged and dismissed accounts by verifying that all bankruptcy payments were applied to the correct debts and tax account periods. Makes adjustments to accounting systems by assessing or abating liabilities resulting from the bankruptcy proceedings. Enters on KDOR registration, demographic and bankruptcy windows all bankruptcy case information and history. Identifies debts through the application of the federal bankruptcy code and Kansas laws which are subject to the expiration of the statutes of limitation to file tax warrants. Returns cases to the appropriate area in the collection process after all information has been entered on the case management and tax accounting systems.</p>
10%	<p>Files on-line Proofs of Claims on all tax type accounts to be filed with the Bankruptcy Courts. Use Adobe Writer to distill PDF documents to be uploaded to the Bankruptcy court. Adobe Writer gives the ability to capture robust information from any software application into to a document that can be viewed by any other government agency or enterprise, no matter what programs they use to collect data. Adobe document services allows the IT departments to centrally manage and deploy PDF's and to ensure security of the documents when shared with other enterprises. Attach files to the PDF's Proofs of Claims if need be. Also amends Proofs of Claims and completes withdrawals of the Proofs of Claims on-line with the Bankruptcy Courts and allows to receive documents from the courts.</p>
15%	<p>Prepares tax warrants for debts subject to the expiration of the statutes of limitations. Prepares special and partial releases, dismissals and satisfactions of judgments. Stays current on CTE policies, guidelines and procedures, as well as statutes and regulations that pertain to the resolution of tax debts.</p>
5%	<p>Remains logged into the ACD phone system for Bankruptcy calls, Lien and SOJ calls or tax debt calls throughout the day. Retrieves phone messages from the ACD voice-mail and ensures the debtors, debtors counsel, bankruptcy court personnel, accountants, title companies, etc., are called back within 24 hours.</p>
30%	<p>Reviews inactive business and income tax accounts to ensure debtor customers have been afforded required due process prior to application of legal remedies. Reviews all potential tax account types, conducts liable party research, and assets research. Establishes payment plans and wage assignments to resolve state tax debts. Resolves accounts through initiation of correspondence, telephone contact, or in person at KDOR offices. Examines and processes returns and supporting documentation for all Astra and Legacy tax types. Initiates tax warrants.</p>

Percentage	Description
	<p>beginning appropriate legal action against the debtor customer. Prepares and files garnishment pleadings resulting from filed tax warrants. Monitors tax warrants and responses to Chapter 60 garnishment pleadings to ensure the timeliness and accuracy of filing by maintaining contact with the local clerks District Courts. Prepares probate documents and makes demands on bonds. Identify worst tax fraud perpetrators relating to trust tax theft and checks issued to the department in payment of tax obligations that are returned as unpaid due to insufficient funds, etc. Assists ICE agents in the investigation process by accessing copies of returns filed, reviewing previous collection history and KDOR accounting information in order to identify patterns of fraudulent behavior, and gather evidence of fraud. Prepares and forwards fraud referral documents to ICE Fraud Coordinator.</p>
5%	<p>Uses ATP and ACM work list correspondence, prepares referrals for audit and criminal investigations, prepares and sends notice of proposed assessment letters and proposed adjustment letters, prepares non-filer and responsible party letters, initiates line item adjustments, and completes required reports of activity. Properly and accurately documents case activity in ACM. Communicates with debtor customers or their authorized representative via correspondence, telephone calls and face-to-face meetings in KDOR office setting. Educates customers in person and by telephone concerning the applicable state laws, regulations, forms and services, as related to all taxes administered by KDOR, relating to Individual Income taxes as well as inactive individual, partnership and corporate business entities. Provides guidance on final options to correct deficiencies and an explanation of potential actions for non-compliance. Maintains communication and guidance with debtor customer until account is resolved. Key stakeholder contact involves discussions with local clerks of the district court, bankruptcy court, personnel, law enforcement officials, employers and financial institutions for the purposes of resolving the case.</p>
5%	<p>Other duties as required by team leaders and KDOR management to assist in the orderly administration of the bureau with regard to the garnishment and bankruptcy process. Such duties may include participation in problem identification and resolution teams, assignment of tasks necessary to complete special initiatives as directed by team leaders and KDOR management. Maintains state-issued equipment to maximize performance and minimize cost.</p>