

**KANSAS DEPARTMENT OF REVENUE**  
**Classification Title: Revenue Customer Representative**

Percentage	Description
45%	<p>Answer phone calls distributed by the ACD. Maintain a professional and courteous demeanor when dealing with customers. Answers customer calls regarding balance due or Satisfaction of Judgment. Customer voice mail messages must be responded to within 48 hours of receipt. On accounts that have a balance due, attempt to secure payment in full. If the customer cannot pay in full, offer waiver of penalty with the balance of tax and interest due in 30 days. If this still does not resolve the debt, establish payment plan and generate payment plan letter in ACM. Mail or fax according to customer's request. Notes must be entered in ACM regarding all activity on each account. Calls regarding the validity of the debt, taxability questions, payment plans over 24 months or any other questions should be forwarded to the appropriate area. Make notes in ACM where message was forwarded. Responsible for researching accounts (Individual Income, Retailer's Sales, Consumers Use, Compensating Use, Transient Guest, Withholding, Corporate, Retail Liquor Excise, Liquor Enforcement Tax) by period to verify accuracy of account balance and to ensure taxpayer has received appropriate due process (rights to appeal). Each period is researched to ensure that the balance is valid by reviewing returns to verify proper entry and posting and review of information on the tax return provided by the taxpayer to ensure that appropriate adjustments were made by the system or other associates. Provide legally binding Lien Payoffs to title companies, lending institutions, etc. Should an error occur in the amount provided on the lien payoff document to the detriment of the Department, the individual's right to a release of the judgment based on the lien payoff letter would be binding. May require detailed research on microfilm and all KDOR systems including ACM, ATP, Legacy and AS400 to prepare accurate statement of outstanding debt for use by mortgage lenders and title companies. Will generate letters, using ACM templates, to correspond with the customer or their designee. Letters can be mailed or faxed, depending upon customer's request. Responsible for responding to all inquiries.</p>
20%	<p>Research account to determine how payment will be applied once it is received. Unless specifically requested by the taxpayer in correspondence received with the payment, in previous correspondence received or due to an agreement reached through hearing or other means, all payments are applied according to the Division's payment application policies. Make notes in ACM recording how payment is to be applied and when it was received. Complete internal form to ensure that the payment will be posted correctly. Perform necessary abatements, assessments or other data purification, not only for accounts assigned to you but also for other team members, to ensure that accounts end in a zero balance and go inactive after all payments have been applied.</p>
20%	<p>Prepare the following legal pleadings: Satisfactions of Judgment, dismissals of warrant and special and partial released in ACM for filing with District Courts for individuals and businesses who pay their tax debts in full or who provide the necessary documentation to be released, on which a judgment had been previously recorded in District Court. Ensure the case balance or all legal actions have been completely satisfied and there are no pending items or further adjustment to the account or individual tax periods that need to be made prior to issuing the Satisfaction. Accuracy is critical as once a Satisfaction of Judgment has been issued, KDOR loses all legal rights to pursue the outstanding debt.</p>
10%	<p>Prepares Tax Warrants for filing with the District Court and subsequent issuance to county sheriffs and KDOR agents by accessing tax warrant legal pleading templates on ACM system and encoding county, debtor(s), tax type, deficient periods and amount of deficiency. Verifies that the Statute of Limitations has not expired on tax accounts periods included on warrant</p>

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	request. Ensure that liabilities are final and proper due process has been granted to the customer prior to filing a tax warrant.
5%	Performs other duties as required by team leaders and KDOR management to ensure the efficient operations of the agency. Such duties may include participation in problem identification and resolution teams and assignment of tasks necessary to complete special initiative as directed by management. Maintains state issued equipment to maximize performance and minimize cost.