

KANSAS DEPARTMENT OF REVENUE
Classification Title: Revenue Customer Rep Specialist

Percentage	Description
25%	<p>Provides highly complex/technical account management by reviewing/auditing account history and transactions/performs follow-up research to gather necessary information on tax accounts. Monitors income and business tax accounts to ensure non-compliant customer's debt does not increase because of failure to file current returns/pay current liabilities. Prepares final assessment notices for businesses failing to file returns. Give proper due process to all taxpayers prior to legal action. Recommends/initiates/enforces collection/legal action based on findings and research of applicable federal/state statutes/regs/policies. Understands/reviews what an appropriate bankruptcy pleading is and how it affects collections on active business cases. Examine, audits and processes original, delinquent, and amended returns and supporting documentation for all Astra/Legacy tax types, including retailers sales, compensating and retailer's use, withholding, corporate income, individual income, liquor enforcement and liquor excise, transient guest, PVD, IFTA, dyed fuel, IRP License, and motor fuel taxes. Verifies returns conform to state statutes/agency regs and appropriate documentation is included. Makes on-line adjustments to KDOR accounting, collection and demographic systems resulting from the review of returns and documentation received.</p>
40%	<p>Become certified for conducting (asset) seizures within first year of hire. Coordinates/assists with seizure activities by conducting investigation to identify time of day to maximize amount of assets seized, determine location of cash registers/drawers, assess number of KDOR staff needed and number of law enforcement officers needed to ensure safety of seizure participants/general public. Takes a lead role in assigning specific tasks to assisting agents and advises law enforcement of their responsibility during the seizure activity. Levies cash receipts located on business premises and seizes tangible property, including vehicles/business/personal assets. Inventories, stores, and tracks seized assets through to point of auction. Distributes funds after auction is complete and applies to various funds to cover expenses. Publish all legal notices in accordance with Kansas statutes. Executes tax warrants and seizes financial accounts at banking institutions. Assist other agents with performing warrant executions as required. Reviews account history and initiates tax warrants beginning appropriate legal action against debtor customer by filing warrants in District Courts and serving authorized agent and alias warrants. Prepares/issues nunc pro tunc tax warrants/satisfactions of judgment/partial and special releases, warrant dismissals, garnishment pleadings, and demands on bonds by researching statutes/applying appropriate legal remedies. Prepare writs and praecipes to serve to district court judge prior to executing asset seizure. Stay current on KDOR/CTE policies/guidelines/procedures/statutes/regs on resolution of tax debts by reviewing on-line procedures, legislative and fiscal notes updates, and PILOTS database. Reviews Astra Tax Processing/Case Management systems work lists and generates letters, documents, and other pleadings based on findings. Prepares referrals for audit and fraud investigations, prepares and sends notice of final assessment letters and adjustment letters, prepares non-filer and responsible party demand letters and completes required reports of activity. Establishes fair payment plans and wage assignments to resolve state tax account debts. Monitor warrants and responses to Chapter 60 garnishment pleadings by maintaining contact with clerks of district courts. Continues collection process on bankruptcy accounts on officers not in bankruptcy and works closely with the Bankruptcy Unit on ensuring all payments are applied correctly and account is adjusted. When Auction services are required, ensures logistics and comprehensive processes with vendors are initiated and completed.</p>

20%	Communicates with debtor customers/authorized representative via correspondence, telephone calls and face-to-face both in KDOR office setting/customer's place of business. Contact is established primarily with debtor customers who have failed to voluntarily comply in resolving deficiencies through all previous attempts initiated by KDOR through phone/letter campaigns. Advise debtor customers to resolve account discrepancies through continued communication/guidance/education regarding state tax laws/regulations/policies/forms/services. Provide information on final options to correct deficiencies and an explanation of potential actions for non-compliance. Advises/provides debtor customers/representatives with the required Petition for Abatement documentation, reviews, and makes recommendations based on account and customer history to approve/deny requests. Maintains post-seizure communication with customer until account is resolved. Key stakeholder contact involves discussions with district court clerks/law enforcement officials/employers/financial institutions/Federal/State lawmakers. Insure professional and courteous customer service.
5%	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. Fraud referral documents are prepared and forwarded to the Fraud Coordinator.
10%	Identifies process improvements and pursues additional training and development opportunities. Perform other duties as required by team leaders and KDOR management to ensure the efficient operation of the agency.