KANSAS DEPARTMENT OF REVENUE
Classification Title: Call Center Representative

Percentage	Description
70%	Contacts Department of Revenue Accounts Receivable in order to resolve balance dues and/or non-filed periods. Contacts with the customer or his authorized designee will be conducted by the telephone. Telephone contact will be aided by the use of dialer software in taking inbound calls. Outbound calls will be made through call campaigns that utilize the predictive dialer functionality. Explains balance due accounts for all the tax types administered by KDOR in order to secure payment and/or delinquent returns. The complexity of taxes will vary from low to high. The scope of actions applied is moderate. The difficulty of work overall balances at moderately high. Obtains and/or confirms demographic and financial information from customers. Documents all relevant information in the computerized collection system, Astra Case Management (ACM). Resolution of balance dues may require negotiating, establishing, and monitoring accounts receivable payment plans.
15%	Review incoming pay plan request and evaluate the account using general accounting principles to determine appropriate pay plan strategies needed by following established guidelines. Obtains and/or confirms demographic and financial information from customers. Documents all relevant information in the automated collection system, Astra Case Management (ACM). Resolution of balance dues may require negotiating, establishing, and monitoring compliance of accounts receivable payment plans. Some written correspondence will be required and will be generated by user request through ACM or Astra Tax Processing (ATP). Maintain and update as necessary an Excel spreadsheet used for tracking all payment plan requests in process. Perform account maintenance by making appropriate financial adjustments when necessary to resolve billing errors or when granting waiver of penalty requests. Assist walk-in taxpayers with payment plan arrangements. Educate customer of applicable laws, policies, procedures or programs, services, and/or resources; provides information regarding status of records, application, tax return, or other transactions; provides guidance on options to correct deficiencies, problems or errors. Customer contact may be made in person or by telephone contact.
10%	Reviews and evaluates incoming correspondence to determine appropriate action necessary to resolve the taxpayer's inquiry or issue. Makes appropriate notation in customer's account of any and all action taken.
5%	Requests Petition for Abatement by reviewing the account to determine appropriate action needed and requests all necessary documents be sent to the taxpayer with instructions for filing a Petition for Abatement.