

PROCESSING TECHNICIAN ROLE

Role Summary

The Processing Technician Role consists of four grade levels (6-10). Incumbents are responsible for account, document, and remittance management and maintenance. The units within Processing and Retention Operations (PRO) Bureau are responsible for processing over 26 different tax types administered by the department as well as contracted services with other agencies. Work ranges from researching, requesting, and inputting information related to licensing and/or registration; taxpayer account maintenance; processing taxpayer information including tax records, payments, and correspondence; mail handling; records management; researching and identifying the location of documents, payments, and refunds; to performing third-party quality review of task assignments from external and internal sources. Primary contacts are with the unit managers, bureau chief, bureau staff, other department staff, other agencies, and taxpayers.

Working Conditions

Work often involves high stress situations due to peak processing season, high volumes, and work deadlines. Some situations encountered may be of high pressure and stress due to taxpayer contacts. Work may include extensive computer and keyboard use; climbing ladders for filing; routine heaving lifting of 35-60 pounds; sitting or standing for long periods of time. Regular work hours are flexible but may require adjustments during peak processing times.

Education and Experience

- Grade 6: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to high school graduation. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 7: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and coursework in typing or one year of experience as a data entry operator and/or one year clerical or bookkeeping experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 8: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one or more years of general office/clerical experience and/or bookkeeping/accounting experience and/or experience inputting documents or information into computer software programs for development of taxpayer accounts. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 9: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two or more years of general office/clerical experience and/or bookkeeping/accounting experience and/or experience inputting documents or information into computer software programs for development of taxpayer accounts. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and three or more years of accounting and financial reconciliation experience and/or experience working on personal computers using financial or record/data keeping software. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 6

Predominant/Essential Duties

- Open mail as assigned and sort according to established office instructions; route to appropriate unit members
- Verify payment coupon data and review for errors; route to appropriate unit members
- Number tax return documents and batches; route to appropriate unit area for processing and tracking
- Maintain document-tracking forms

At Grade 7 and above, all incumbents:

- Process and verify data, review for errors, resolve and reconcile data
- Ensure taxpayer account information is accurately maintained including registration, tax documentation, and payment information
- Research and identify location of documents, payments, and/or refunds
- Respond to requests for documents or information from department staff and taxpayers

- Achieve performance standards as set by management and track performance statistics
- Process assigned GenTax work items for taxpayer customer and/or account corrections, updates, or requests

Grade 7

Predominant/Essential Duties

Mail

- Process basic department incoming and outgoing mail according to internal processes and/or desktop instructions; operate mail processing machinery. May include pick-up of department mail from USPS and delivery to appropriate work area.

Pre-registration

- Accurately update or add basic taxpayer account information (examples: name, address, confirm return) as submitted on paper documents or electronically filed tax returns via registration functions in GenTax for the large volume tax/account types (ex. IIIT, CLT) according to desktop instructions.

Payments

- Basic payment coupon creation for the large volume tax/account types (ex. IIIT, CLT) utilizing GenTax to assure proper posting to customer accounts; validate coupons created for accuracy according to desktop instructions.

Code, Batch, and Number Documents

- Perform tax document validation, document numbering and batching for the large volume tax/account types (ex. IIIT, CLT, WTH) according to desktop instructions.

Data Entry

- Input and verify taxpayer tax return documentation for development of taxpayer accounts in GenTax through the data entry software program (Viking) for the large volume tax/account types (ex. IIIT, CLT, WTH) according to desktop instructions.

Records Management

- Maintain, organize, and file department tax documentation utilizing pre-established procedures and/or desktop instructions. (ex. Store by year, doc number, tax type) Respond to internal department staff requests for tax record retrieval. Maintain department records for storage, retrieval, and destruction.

Grade 8

Predominant/Essential Duties

Mail

- Accurately process department incoming and outgoing mail by performing pick up and distribution of mail for the department; accurately sorting mail which may include specific post office boxes, tax type forms, payment forms and money along with other general department mail; distribute incoming mail to appropriate processing area; operate mail processing machinery; process certified mail. May include pick-up of department mail from USPS and delivery to appropriate work area.
- Process correspondence mail by researching account information on GenTax and routing to appropriate business expert utilizing knowledge of department business operations.

Pre-registration

- Accurately maintain, update or add taxpayer account information (examples: name, address, customer and/or account attributes, profiles/locations, CRM notes, links, etc.) as submitted on paper documents or electronically filed tax returns via registration functions in GenTax for the large volume tax/account types (ex. IIIT, CLT).

Payments

- Accurately process payments (examples: coupon creations, coupon/payment validation, unsuspending of payments, etc.) for the large volume tax/account types (ex. IIIT, CLT, WTH) utilizing GenTax and/or SABHRS to assure proper posting to taxpayer accounts.

Code, Batch and Number Documents

- Perform tax document validation, batching, and numbering for *all* of the tax/account types processed by the department. Perform more detailed and specialized document validation, batching, and numbering for the large volume tax/account types (ex. IIT, CLT); may include some pre-registration functions.

Data Entry

- Input and verify taxpayer tax return documentation for development of taxpayer accounts in GenTax through the data entry software program (Viking) for *all* account or tax type forms available in the data entry software program.

All

- Testing of new processing (examples: tax form changes, payment coupons) or system changes (example: system updates) as assigned.
- Train and advise staff, including temporary help on work unit specific task responsibilities as assigned.

Grade 9

Predominant/Essential Duties

Mail

- Lead mail person responsible to perform and understand more complex department incoming and outgoing mail processing by performing pick up and distribution of mail for the department; accurately sorting mail according to specific post office boxes, tax type forms, payment forms and money along with other general department mail or correspondence; operate mail processing machinery; process department incoming and outgoing mail including certified mail. May include pick-up of department mail from USPS and delivery to appropriate work area.

Pre-Registration

- Accurately maintain, update or add taxpayer account information (examples: name, address, customer and/or account attributes, profiles/locations, CRM notes, links, indicators, etc.) as submitted on paper documents or electronically filed tax returns via registration functions in GenTax for *all* of the account or tax types processed in GenTax that are not required to register prior to submitting a tax document or payment to the department.

Data Entry

- Input, verify and accurately process taxpayer tax return documentation for development of taxpayer accounts in GenTax through the data entry software program (Viking) for *all* account or tax type forms available in the data entry software program. Able to process return/report information utilizing the imaging (Teleform) process. Able to input documents as required for all tax/account types on-line in GenTax. Able to electronically transfer processed data file or records to the appropriate system.

Payments

- Accurately process payments (examples: coupon creations, coupon/payment validation, unsuspending of payments, transfer payments between and within customer accounts, etc.) for all payments utilizing GenTax and/or SABHRS to assure proper posting to taxpayer accounts. (NOTE: includes payment processing in POINTS until 12/31/06)
- Accountable to state treasurer for monies deposited in the state bank account.

All

- Testing of new processing (examples: tax form changes, payment coupons) or system changes (example: system updates) as assigned.
- Train and advise staff, including temporary help on various task responsibilities.

Grade 10

Predominant/Essential Duties

Pre-Registration/Registration

- Accurately maintain, update or add taxpayer account information (examples: name, address, customer and/or account attributes, profiles/locations, CRM notes, links, indicators, etc.) as submitted on paper documents, including registration forms, or electronically filed tax returns via registration functions in GenTax for *all* of the account or tax types processed in GenTax that either are required or are not required to register prior to submitting a tax document or payment to the department.

Payments

- Perform and understand overall payment processing for the department including wire payments, NSF and returned ACH transactions, creation of SABHRS journals, trouble shooting and resolving payment problems, and conducting research to unsuspend problem payments for all tax/account types
- Accountable to State Treasurer for monies deposited in the state bank account and reconciliation of money posted to the department's accounting system with the Statewide Accounting, Budgeting, and Human Resource System (SABHRS) to assure proper posting to objects of revenue.

Data Entry

- Lead person(s) responsible for liquor ordering, new hire, and/or county collection data processing functions. Accurately process taxpayer data submitted via electronic means (ex. CD, cartridges, disks, and tracking spreadsheets). These functions include contact with specific taxpayer or business partners and research and resolution of problems specific to process function.

All

- Testing of new processing (examples: tax form changes, payment coupons) or system changes (example: system updates) as assigned.
- Train and advise taxpayers on reporting processes and payment remittance procedures, including troubleshooting missing or inaccurate information for taxpayers
- Train and advise staff, including temporary help on various task responsibilities.
- Maintain desktop instructions for the specific tasks assigned.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Processing Technician Role

Competencies	Grade 6 Under Guidance	Grade 7 Under Guidance	Grade 8 Under Guidance	Grade 9 Minimal Guidance	Grade 10 Minimal Guidance
Demonstrated knowledge of data entry skills.	A	B	B	C	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	N/A	A	B	B	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	N/A	A	B	B	B
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	A	A	B	B	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	N/A	A	B	B	B
Demonstrated general accounting knowledge.	N/A	A	A	B	B
Demonstrated knowledge and ability of mail, remittance, imaging, and data management processing technology and associated equipment.	A	A	B	B	B
Demonstrated skill and ability to work on multiple tasks.	A	A	B	B	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	N/A	A	B	B	B
Demonstrated the ability to think creatively and recommend innovative solutions.	N/A	A	A	B	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	A	B	B	B	C
Demonstrated knowledge and skill in electronic media processing.	N/A	NA	NA	A	B
Demonstrated knowledge of registration requirements.	N/A	A	A	B	B
Demonstrated knowledge and ability of quality assurance/control methods and techniques.	N/A	A	B	B	B

Degree of Proficiency

A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.