

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

BUSINESS SERVICE REPRESENTATIVE

Position: K1195

DISTINGUISHING FEATURES OF THE CLASS

Under general supervision, performs routine technical and professional work; examines, evaluates and processes corporate applications and documents submitted by business entities to assure compliance with state laws and to determine proper payment of fees and taxes; work involves prescribed analysis to determine whether documents should be filed or rejected for non-compliance; communicates with attorneys, corporate representatives and the public concerning the filing of documents and reasons for objections to files; officially files documents which comply with the applicable statutes; does related work as required, which includes various clerical functions for the official filling of documents by verifying and recording all necessary information in compliance with established rules and regulations; enters information via computer format; no supervisory responsibilities; performs duties under close supervision at times and with complete independence at other times depending upon the difficulty of the specific duties being performed; works with limited latitude for the use of initiative and independent judgment; carries out work according to standard practice or general instructions without continuous and direct control; refers only more difficult or complex problems to supervisor or higher level staff for advice and decision; is required to know the methods and mechanics of the job.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

Typical duties include, but are not limited to, a combination of such functions as:

1. Examines various routine corporate and commercial certificates and other standard documents submitted to be filed and recorded to determine whether such documents meet legal requirements under statutes; analyzes past reports and records; documents error; determines if corrective action is necessary; informs clients of statutory discrepancies and corrective action to be taken; exercises limited judgment in making corrections to errors; uses computer system to obtain information and to perform a variety of functions including some data entry, changes, verifications and corrections to the data base and/or computer system; exercises judgment in determining specific problems and refers borderline conflicts to higher level staff for final determination; provides written reports substantiating findings, as needed.
2. Approves or rejects standard applications; interprets rules and statutes in accordance with established guidelines and applies them to particular filing decisions; identifies unusual document problems and makes recommendations for filing disposition; produces acknowledgment letters and certificates evidencing filing.
3. Prepares correspondence for notification of statutory reasons for objecting to filing; responds to questions from attorneys and the public regarding statutory filing requirements for specified documents or methods and procedures for correcting filing deficiencies; explains basis for delinquency; searches records in order to secure information from original documents as necessary to provide information to the public; assists in drafting correspondence designed to convey information concerning the laws and procedures for filing corporate data.
4. Calculated difficult tax assessments using established formulas; analyzes appropriate documents to ensure information needed for calculations is accurate; performs other mathematical calculations for routine filings including proration of taxes and computation of interest and penalties; examines records, annually reports and other corporate documents to determine whether required taxes have been assessed and paid; calculates applicable statutory fees for the filing of documents or dispersal information.

BUSINESS SERVICE REPRESENTATIVE (Continued)

5. Receives and responds to routine phone calls by using computer system format screens to answer customer inquires about business entities using information in computer records; must know type of services available to public and be able to quote fees; refer customers to other divisions, departments, and agencies when appropriate; searches computer for records of existing corporations; copy orders and certificates of good standing for filed documents; provides information on fees, filing procedures, general requirements of applicable laws rules, regulations and department policies, and other general inquiries for information or assistance.
6. Assists walks-ins with routine requests; prepares cash receipts for transactions or writhe proper identification number of entity on check and distribute fee payments to higher level for further processing, process credit card charges, distribute material accepted at counter to appropriate level for processing, obtain proper letters for walk-in material accepted, take orders for copies of documents in files and certify when requested, print abstracts and certificates of good standing, order or type duplicate annuals; must know forms available; assists other staff in typing and/or stuffing envelopes for forms orders; generates daily reports accounting for all fees collected, as required.
7. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college preferably with course work in finance, accounting, economics, taxation, mathematics, pre-law, business administration or a related field.

Knowledge, Skills and Abilities

Requires working knowledge of accounting principles and procedures; business practices and terminology.

Requires working knowledge of effective means of communications, Business English, grammar, spelling and arithmetic including percentage calculations.

Requires working knowledge of modern office methods, practices, procedures and equipment, which may be applicable to the work situation.

Requires working knowledge of approved modern filing systems, work flow, methods and the limits of their utility.

Requires skill in the use of computer terminals to enter and extract data.

Requires ability to compile and analyze routine financial and statistical data, and prepare conclusive and concise reports from such information; ability to compose and type appropriate correspondence in the course of official duties.

Requires ability to understand and learn interpret statutes, regulations, and financial statements; ability to understand and follow oral and written directions; ability to make routine decisions based on established procedures and statues.

Requires ability to handle fast-paced environment; ability to pay attention to detail and be accurate; ability to conform to deadlines.

Requires ability to communicate well with coworkers and to develop and maintain effective working relationships with other; ability to deal with public on phone and in person; ability to express ideas clearly and concisely, both orally and in writing.

Approved by the Secretary of State Merit Commission – February 11, 1998

Effective Date of Classification – March 1, 1998

EXAMINATION INFORMATION

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year