

Position Code 1.

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency
	TECHNOLOGY, MANAGEMENT & BUDGET
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	OFFICE OF SUPPORT SERVICES
4. Civil Service Position Code Description	10. Division
DEPARTMENTAL TECHNICIAN 7	PRINT & MAIL MANAGEMENT
5. Working Title (What the agency calls the position)	11. Section
DEPARTMENTAL TECHNICIAN 7-9	
6. Name and Position Code Description of Direct Supervisor	12. Unit
KRISTEN HAMPTON, SDA 17	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
TIM BOLLES, SME 19	GENERAL SERVICES BUILDING 7461 CROWNER DRIVE, LANSING MONDAY - FRIDAY, 7:30 - 4:00
14. General Summary of Function/Purpose of Position	
<p>This position functions as an entry-level technician performing duties associated with the operation of a complex, large in-plant printing and mailing facility, servicing agencies on a statewide basis. The position has the responsibility for analyzing print and mail orders, interpreting and formulating into instructions for use in the production process and performs tasks related to inter-account billing for all services provided by Print & Graphic Services, Consolidated Print Center, and Mailing Services. Additionally, in a backup capacity, the position will be responsible for all tasks related to the legally mandated Address Confidentiality Program (ACP).</p>	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time 60**

Inter-account billing for Print & Graphic Services, Consolidated Print Center, and Mailing Services.

Individual tasks related to the duty.

- Reviews and evaluates jobs for the billing process. Determines whether a job has all necessary information for billing and whether that information is valid.
- Prepares and enters jobs into weekly batches for the billing process.
- Submit posting journal batches to Financial Services.
- Investigates any jobs that error out in the process. Collaborates with the DTMB Finance team on issues. Compile, review, and evaluate both the issue and resolution.
- Communicates with customers regarding billing coding errors and resolutions.
- Processing completed outsource jobs for billing; including ensuring accuracy of invoice, verifying receipt of product, and verifying product meets the job specifications.

Duty 2

General Summary of Duty 2 **% of Time 20**

Monitor and evaluate the billing process and bill PMM customers.

Individual tasks related to the duty.

- Continuously monitors and evaluates the billing processes for improvement.
- Proposes revisions to the billing processes for managements review.
- Reviews the cost process and collaborates with team members to make corrections to the divisions print management system.
- Collaborates with printing consultants on billing concerns.
- Process completed outsource jobs through Avanti.
- Coordinate inquiries from customers regarding billing.

Duty 3

General Summary of Duty 3 **% of Time 10**

PMM Reporting - Create, run and distribute production reports.

Individual tasks related to the duty.

- Compile, review and monitor statistical and programmatic data.
- Create and run queries and metric, financial, production and business reports in the following software platforms: Avanti SlingShot, RSA WebCRD, BCC List Management, Pitney Bowes Business Manager, BlueCrest DF Works and BlueCrest NetSort.
- Analyze reports to assist with rate setting and customer education.
- Create customer surveys. Gather and analyze data to determine trends, areas of opportunity, service gaps and more.
- Generate “shipped, not billed” report to reduce days outstanding of jobs needing to be billed.
- Communicate changes in pricing to estimator for updating cost purposes.

Duty 4

General Summary of Duty 4 **% of Time 5**

Address Confidentiality Program (ACP) (PA 301 of 2020).

Individual tasks related to the duty.

- Continuously monitors and evaluates ACP process for improvement.
- Proposes revisions to the ACP process for management and the ACP staff to review.
- Collaborates with management and the ACP staff to determine metric requirements for program validation. Gathers and compiles these metrics and provides to management and the ACP weekly/monthly/annually/as requested.
- Retrieves participant information from confidential database.
- Review and evaluate the record retention schedules to ensure compliance with PA 301 of 2020.
- Investigates missing or mis-directed service of process or packages and communicates with USPS and ACP.

Duty 5

General Summary of Duty 5

% of Time 5

Other duties as assigned.

Individual tasks related to the duty.

- Assist management with special projects, including generating data to determine efficiencies and monitoring resulting changes.
- Respond to customer and vendor phone calls, emails and inquiries.
- Assist in development, planning and implementation of customer seminars and training videos/materials on various printing and mailing topics and services.
- In a backup capacity, coordinate daily with ACP staff to ensure proper handling of participant first class mail pieces.
- In a backup capacity, receive service of process/certified mail on behalf of ACP participants.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

- Whether jobs for billing have complete and accurate information for billing.

The customer and ultimately the citizens of the state are affected. A bad decision or judgement may result in additional costs incurred by the customer.

17. Describe the types of decisions that require the supervisor's review.

- Billing amount doesn't match estimated cost provided to customer.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Prolonged sitting and constant exposure to a computer screen. There is a great deal of pressure due to deadlines and production schedules.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME

CLASS TITLE

NAME

CLASS TITLE

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

This position functions as an entry-level technician performing duties associated with the operation of a complex, large in-plant printing and mailing facility, servicing agencies on a statewide basis. The position has the responsibility for analyzing print and mail orders, interpreting and formulating into instructions for use in the production process and performs tasks related to inter-account billing for all services provided by Print & Graphic Services, Consolidated Print Center, and Mailing Services. Additionally, in a backup capacity, the position will be responsible for all tasks related to the legally mandated Address Confidentiality Program (ACP).

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The function of the work area is to provide a full range of printing and mailing services to all agencies on a statewide basis. This position is a key element in ensuring we meet our customer expectations.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

High School or equivalent.

EXPERIENCE:

Experience in a printing or mailing facility is preferred; however, not required.

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service. OR One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

Alternate Education

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent customer relation skills, ability to effectively communicate with supervision, co-workers, customers, and vendors.

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee's Signature

Date

NOTE: Make a copy of this form for your records.