

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

Position Code 1. DPTLTCHEZ69R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information 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 TREASURY CENTRAL PAYROLL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Collections Services Bureau
4. Civil Service Position Code Description Departmental Technician-E	10. Division Services Management Division
5. Working Title (What the agency calls the position) Departmental Technician 7-9	11. Section Field Services
6. Name and Position Code Description of Direct Supervisor SIFUENTES, MIRANDA L; DEPARTMENTAL SUPERVISOR-3	12. Unit Field Services
7. Name and Position Code Description of Second Level Supervisor GOULD, LISA M; DEPARTMENTAL MANAGER-3	13. Work Location (City and Address)/Hours of Work Various / 8am-5pm M-F

14. General Summary of Function/Purpose of Position

This position serves as a Departmental Technician in the Field Services section of the Collection Services Bureau (CSB). This position is responsible for a variety of functions in support of CSB, including, but not limited to: contact with non-compliant taxpayers and/or their authorized representatives; review and evaluate documents supplied by taxpayers and/or their authorized representatives; respond verbally and in writing to taxpayer and/or authorized representatives regarding their delinquent collection accounts; research, review and compile documentation for Corporate Officer Liability (COL); and, recommend /initiate actions for debt resolution. This position serves as a technical resource for team members and management by researching and interpreting noncompliant accounts for debt resolution. This employee proposes revisions in rules, regulations, and procedures manuals; designs new forms and procedures.

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:

Percentage: 55

Serve as a technical resource for taxpayers, authorized representative, and Collections staff. Communicates with taxpayers and/or their authorized representatives to obtain full account compliance. Interprets statutes and legislative proposals, explain rules, regulations, policies, and procedures relating to the debts being collected to the taxpayers and/or their authorized representatives. Compiles and reviews financial data, prepares and/or edits documents or otherwise resolve accounts as assigned.

Individual tasks related to the duty:

- Reviews accounts for accuracy and resolution.
- Responds to inquiries from taxpayer or authorized representative regarding collections rules/policies.
- Reviews and evaluates documents supplied by taxpayers and or their authorized representatives to determine validity/acceptability.
- Calculates amounts due and request appropriate financial adjustment(s) to accounts within established guidelines.
- Submits Installment Agreements and monitors for adherence to CSB policy.
- Accepts payments on delinquent taxes and ensures amounts are applied appropriately.
- Provide guidance to team members and others in the Department with unusual or complex inquiries.
- Assist supervisors in conducting research on escalated complex business tax questions that require an additional level of research for handling account inquiries.

Duty 2

General Summary:

Percentage: 35

Prepares reports, forms, and correspondence in a timely manner. Research and identify account irregularities. Requests appropriate enforcement action(s) for noncompliance. Makes recommendations to management for improvements in process and procedure to increase efficiency and efficacy of CSB. Responsible for working closely with the analyst team and supervisors to plan, develop and conduct training.

Individual tasks related to the duty:

- Responsible for detailed account documentation.
- Research accounts for contact information, liable parties, asset information.
Contacts the appropriate Treasury division regarding returns, application of payments, and information necessary to complete assignments.
- Conducts research for noncompliant enforcement such as COL and/or asset location for levy and/or seizure.
- Requests enforcement action such as liens and levies.
- Initiates transfer of account for further enforcement actions and provides support to Field Officers (analysts).
- Review accounts for collectability and recommend write off or other non-collectible action according to established standards, policy and procedures.
- Identify staff needs for job aids, research and create job aids to meet staff needs.
- Review procedures, instructions, and job aides; recommend revisions and updates to the training group.

Duty 3

General Summary:

Percentage: 5

Attend or testify occasionally as an expert witness or representative at hearings and/or formal proceedings. Attend staff meetings. Study statutes, collection guidelines, policies, procedures, and Revenue Officer manuals. Review and respond to e-mail.

Individual tasks related to the duty:

- Testifies occasionally at hearings.

Duty 4

General Summary:

Percentage: 5

Other duties and special projects as assigned.

Individual tasks related to the duty:

- Other duties and special projects as assigned by management.

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

Decisions related to appropriate disclosure within Treasury Guidelines; decisions related to collection activities within Treasury prescribed guidelines.

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

Any deviation from the Department's established policies and procedures.

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

Extensive time sitting using PC and phone. Work hazards include the requirement for locating, interviewing, and attempting to resolve Department of Treasury accounts due from belligerent, highly emotional and sometimes hostile delinquent taxpayers. Requirement to attend in office meetings as directed by management.

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.

Additional Subordinates

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?

This position will provide a range of technical assistance to Field Services and CSB. Demonstrates in-depth, expert knowledge and proficiency in business taxes, as well as a thorough understanding of Department of Treasury policies, procedures, systems, and their applications. Communicate with taxpayers and/or their authorized representatives on tax problems and debts collected by the Michigan Department of Treasury. Recommend and initiate noncompliance procedures. Works closely with the analyst team and supervisors to review standard methods of operation to troubleshoot efficiency issues and suggest alternatives to reach a more effective approach to operations. May be involved in special projects to share expertise. Exact percentages of time spent on a specific duty will vary with field office location, time of year, staff availability and special projects.

23. What are the essential functions of this position?

As a representative of the Department, this position interacts with customers and their authorized representatives via the telephone and written correspondence. This Division is responsible for the collection of tax and state agency debts. The primary activities of the Field Office are the collection of delinquent taxes and to ensure compliance with pre-established guidelines as set forth within current policy and procedure. This position serves as a Revenue Officer for the Field Services Program.

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

This is a new position.

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

As a representative of the Department, this position interacts with customers and their authorized representatives via the telephone and written correspondence. This Division is responsible for the collection of tax and state agency debts. The primary activities of the Field Office are the collection of delinquent taxes and to ensure compliance with pre-established guidelines as set forth within current policy and procedure. This position serves as a Revenue Officer for the Field Services Program.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

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.

OR

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

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

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:

Employee must be detailed oriented, have good analytical skills, and an ability to communicate clearly, both verbally and in writing, with stakeholders. Ability to obtain and utilize sensitive information discretely and objectively. The employee must keep current with changes made to processing programs within various Treasury systems. The ability to use standard software, such as Microsoft Office.

The ability to work in a high-paced environment.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

This position has a FTINPRINT sub-class code. The sub-class code indicates the position has access to Federal Tax Information (FTI).

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of 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

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

None

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

MALINDA HUFFMAN

2/26/2024

Appointing Authority

Date

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

Date