

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. GNOFASTEQ66R

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan Tax Tribunal
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division
5. Working Title (What the agency calls the position) Customer Service Representative	11. Section
6. Name and Position Code Description of Direct Supervisor ENDRES, LISA L	12. Unit
7. Name and Position Code Description of Second Level Supervisor WELTON, SAMANTHA M	13. Work Location (City and Address)/Hours of Work 611 W. Ottawa Street, Lansing, MI 48909 / Monday through Friday; 8:00 a.m. to 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position serves as the receptionist for the Michigan Tax Tribunal. Responsibilities include answering a multi-line phone and providing information on filing property tax appeals and e-filing support, greeting and directing visitors, opening and routing incoming mail, tracking money received, and logging returned checks. Other duties include requesting handicap parking, reserving conference rooms, assisting in maintaining the Tribunal calendar, proofreading and distributing GovDelivery messages, and acting as the Tribunal's liaison with key contact people within MAHS and other agencies.

Duty 1**General Summary:****Percentage: 70**

Serve as the receptionist for the Michigan Tax Tribunal.

Individual tasks related to the duty:

- Respond to telephone inquiries and customer email inquiries citing statute, procedural rules, advising on filing process, assistance with filling out forms, explaining Tribunal policies and procedures, answering fundamental questions, and routing calls and e-mails to proper staff.
- Provide support for e-filing system including assisting taxpayers, parties, and representatives with creating user accounts, navigating e-filing site and directing users to proper forms to file, confirming filing fees required, troubleshooting log-in and document upload issues, reporting outages and error messages identified by callers.
- Provide support for navigation of Tribunal website including directing taxpayers, parties, and representatives to relevant information, assisting with download of proper forms and determination of filing fees required, and advising callers on use of docket look-up page (public-facing case management software).
- Greet visitors, direct to appropriate hearing room, receive filings and provide date-stamped copies.
- Open, sort, and scan and electronically distribute incoming mail by saving in appropriate categorized electronic folders.
- Receive and maintain log of payments and checks received. Maintain spreadsheet for Department of Treasury billings.
- Receive and track checks returned for insufficient funds.

Duty 2**General Summary:****Percentage: 25**

Perform general administrative support duties to the Tribunal Chair and Chief Clerk.

Individual tasks related to the duty:

- Maintain staff calendar, maintain applications and paperwork related to law clerks and hearing referees.
- Serve as liaison with key MAHS employees for supply procurement, Hearing Referee program invoicing and refund requests.
- Request handicap parking for customers, reserve conference rooms, maintain event applications, update organization chart.
- Proofread and distribute GovDelivery messages.
- Coordinate with presiding judges and management to secure interpreters and disability accommodations for Tribunal parties.
- Receive, review, audit, and docket filed documents such as evidence, Entire Tribunal Proofs of Services, exceptions and responses to exceptions.

Duty 3**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Enter and process incoming documents as needed.
- Other miscellaneous administrative support duties as assigned.
- Serve as liaison for Rapid Shred account to ensure proper disposal of confidential documents.
- Serve as liaison to RICOH supplier of printer and copy machines, respond to RICOH inquiries regarding meter reads, and report any service and maintenance issues.

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

- Provide information on filing appeals based on a knowledge of the Tax Tribunal's governing laws, guidelines, and procedures and/or determine the appropriate individual and/or staff member qualified to respond to the caller or visitor.
- Determine workload priority.
- Identify urgent vs non-urgent correspondence and phone calls.
- Provide information when functioning as liaison.

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

When existing procedures and guidelines are insufficient for decision making.

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.

Work is performed in typical office environment with majority of time spent in the office sitting for long periods of time at a desk; some reaching, lifting, and carrying of mail, boxes, and files is needed.

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

See #14.

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?**

This position serves as the receptionist and provides customer service for customers of the Michigan Tax Tribunal which is a quasi-judicial administrative court with exclusive jurisdiction over property tax appeals and concurrent jurisdiction with the Court of Claims over non-property appeals. Small Claims appeals involve informal hearings held either telephonically or in-person around the State of Michigan. Entire Tribunal appeals are the "formal" practice side of the Tribunal with legal pleadings, and where the parties are typically represented by attorneys and/or licensed representatives. All documentation is submitted according to the Tribunal's Rules of Practice and Procedure as well as the General Court rules. Decisions of the Tax Tribunal are appealable to the Court of Appeals and the Supreme Court.

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:

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge, skills and abilities as defined in the job specification, plus:

- Knowledge of computer software programs.
- Knowledge of the organization and composition of letters and spreadsheets.
- Excellent communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

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.

N/A

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

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