

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 Analyst-E	10. Division
5. Working Title (What the agency calls the position) DEPARTMENTAL ANALYST	11. Section
6. Name and Position Code Description of Direct Supervisor LAURIN, HEATHER A; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor RUSSELL, LATRICE; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 PARSONS RD; DIMONDALE, MI 48821 / 8am - 5pm M-F

14. General Summary of Function/Purpose of Position

This position performs professional analytical work to support departmental and CSB operational needs. Responsibilities include research, data analysis, program evaluation, policy interpretation, and development of recommendations that improve operational efficiency and service delivery. The role integrates analyst-level functions with CSB-specific responsibilities in communications, purchasing, IT/equipment management, onboarding, inventory control, workspace coordination, and bureau support. This includes certain administrative duties within the Bureau, including assisting with the budget development and monitoring, procurement and deployment of equipment required of CSB staff, management of IT assets, administration and management of Workspaces and dashboards and assisting with and in general oversight of all daily tasks that are required to support the administrative needs of Collection Services Bureau.

This position serves as the Collection Services Bureau's primary resource for employee engagement and bureau-wide communication. It supports and facilitates activities across the Bureau's engagement teams and initiatives and coordinates all bureau-wide communications. The position also serves as a liaison for internal administrative dashboards and workspaces.

The Collection Services Bureau includes over 185 employees and 85 contractors across three Divisions with complex operational areas. This position is the primary resource for all logistical requirements within the Bureau. It determines methods to accomplish assigned projects, influencing Divisions through project implementation needs and outcomes of decisions made. Responsibilities include prioritizing work to meet Bureau needs and deadlines and evaluating and recommending materials and supplies for acquisition. The position performs a variety of duties to assist and advise both the State Administrative Manager and the Director of the Collection Services Bureau.

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: 25

This position serves as the Collection Services Bureau's resource for employee engagement by overseeing and facilitating activities for the bureau's various engagement teams. This position conducts surveys and evaluates survey data to determine the effectiveness of bureau initiatives. This position designs and implements methods for bureau communications and collaboration, coordinates bureau wide communications and serves as a liaison for the internal admin dashboards and workspaces for the bureau. Serves as the facilitator and coordinator of the Bureau's efforts as needed in Department initiatives such as Employee Engagement, Continuous Improvement, and the Bureau Communications Team; represents the Bureau on various committees.

Individual tasks related to the duty:

- Oversee and facilitate employee engagement activities for the bureau's various engagement initiatives.
- Research, design and facilitate bureau wide surveys to assess the effectiveness of various bureau initiatives.
- Design and implement methods for bureau wide communications. Coordinate bureau wide communications.
- Coordinate, monitor, and evaluate the work of the Bureau's Divisions' engagement efforts, report recommendations to bureau leadership.
- Facilitate, coordinate, compile and evaluate research data to recommend engagement and continuous improvement initiatives.
- Conducts, leads and facilitates administration and management of service accounts, dashboards & workspaces.
- Conduct meetings with staff as needed regarding administrative, systemic, policy and procedural issues.
- Prepare and distribute documentation regarding Bureau activities to all bureau staff.
- Liaisons with Division management and staff regarding Department or Bureau initiatives.
- Evaluate survey data to determine the effectiveness of engagement initiatives and make program recommendations.
- Recommends changes in the bureau office procedures, and equipment to improve efficiency of internal office operations.

Duty 2

General Summary:

Percentage: 25

Serve as the organizational liaison for the Bureau with the Purchasing & Finance/Accounting divisions. Serve as the backup liaison for the Bureau for all SIGMA non-IT submissions and assist with maintaining all the non-IT inventory needs for the Bureau. Act as a resource for executives and managers regarding purchases, contracts and material needs.

Individual tasks related to the duty:

- Research collects data, analyzes & develops thorough recommendations regarding complex material and contractual needs for Bureau.
- Designs and implement methods for cost analyses.
- Use SIGMA database for entering and analyses of Bureau purchases.
- Implements & controls distribution of purchased materials to Bureau field offices.
- Conducts research and analysis, prepares reports, and conducts correspondence related to the work activities of the departmental program area.
- Evaluates organizational and/or operational needs and recommends solutions.

Duty 3

General Summary:

Percentage: 25

Serve as the organizational liaison for the Bureau regarding equipment and facilities needs. Provide support to executives and managers by acting as a knowledgeable resource for coordinating equipment requests, addressing security concerns, and assisting with space planning and utilization. Ensure timely communication with internal and external partners and help maintain continuity of operations. Specifically, the position reviews the procurement, inventory tracking, distribution and installation of all computers, printers, scanners and any other IT equipment, as well as office supplies, training equipment and materials. This position assists senior staff members and management with requests flowing through the bureau regarding building construction and maintenance issues, seating arrangements and work site adjustments as well as emergency procedures and building access. As a DTMB authorized requestor, this position will create and manage user accounts, provision VPN's, Verizon phones, Cisco soft and hard phones and physical badges for access to SOM buildings. This position will work with DTMB to schedule the installation of other IT equipment and software. This position tracks all purchases and contracts related to the Bureau. In addition, this resource is responsible for managing hardware and software for the entire bureau by maintaining operating systems and security updates and wiping all Treasury data from laptops, desktops and phones prior to retirement. (AARP Automated Asset Recovery Program).

Individual tasks related to the duty:

- Serve as the liaison to Treasury Security. Ensure all communications received are researched and promptly responded to. Reviews current procedures and make recommendations for improvements.
- Provision and manage all user accounts, VPNs, and badges for physical access to SOM buildings for both Treasury and GC contractors.
- Evaluate and troubleshoot staff needs related to new and used equipment, supplies, and other resources to enhance staff performance.
- Liaise with the Department of Technology, Management, and Budget (DTMB), Purchasing, Office of Privacy and Security and the Office of Finance and Accounting.
- Attend required monthly meetings regularly and report back to management. Complete required training.
- Ensures equipment that is not currently in use is updated, stored and secured properly.
- Review of the quarterly computer billings and adjust as necessary.
- Troubleshoot computer/equipment problems.
- Assists new and existing employees on computer functionality.
- Provide recommendations on what is sent to salvage or DEPOT, utilizing the ITAM system.
- Works with DTMB on computer hardware and software rollouts and updates using available tools and State of Michigan software to ensure staff has appropriate and necessary hardware and software.
- Ensures laptops/desktops and phones are wiped prior to being sent to DTMB for retirement (AARP) as required by IRS standards.
- Designs, implements, and documents personal computer based data collection, processing, and reporting systems.
- Proposes, develops, and prepares policy materials, operations manuals, and supporting instructions in a program area.
- Serves as an organizational liaison for centralized, administrative services in such areas as budgeting, information technology and/or human resources.

Duty 4

General Summary:

Percentage: 15

Serve as the organizational liaison for the Bureau regarding onboarding, facilities, and security needs. Provide support to executives and managers by acting as a knowledgeable resource for coordinating equipment requests, addressing security concerns, and assisting with space planning and utilization. Ensure timely communication with internal and external partners and help maintain continuity of operations.

Individual tasks related to the duty:

- Research and collect data to analyze onboarding needs for the Bureau, ensuring accurate forecasting and informed decision making.
- Develops and maintains inventory tracking tools and processes for use by departmental analysts, ensuring accurate, up to date equipment records.
- Supports onboarding activities by coordinating and assisting as needed with employee security setup, distributing required equipment, and preparing assigned workstations to ensure a smooth and efficient start for new staff.
- Oversees, coordinates, and ensures consistency across the bureau and the divisions for the Collection Services Bureau's development and utilization of Service Accounts, workspaces dashboards and forms.
- Works with various teams in all divisions to develop new content and revise existing content of resources while maintaining consistency throughout the bureau.
- Place orders via Staples for office supplies.
- Uses and maintains computer databases to record and analyze data on program and service activities.
- Researches, collects, consolidates, analyzes, and maintains program data necessary to meet program reporting and evaluation requirements, and the goals of the agency program or service.

Duty 5

General Summary:

Percentage: 10

Performs other essential functions as may be appropriate and non-essential functions as may be required and/or assigned by the State Administrative Manager and/or the Bureau Director.

Individual tasks related to the duty:

- Plans, organizes, directs and controls other Bureau-level administrative correspondence as assigned.
- Assists State Administrative Manager with meetings; attends meeting on behalf of leadership when requested.
- Attend meetings or participate as a team member on initiative committees on behalf of State Administrative Manager.
- Interprets existing and proposed laws, policies, and procedures as they relate to a program or service area.
- Designs and implements methods for program review, evaluation, and cost analysis.
- Performs related work as assigned.

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

Responsible for determining the methods used to accomplish and manage assigned projects, thereby affecting the Divisions, either through the assistance required to implement the projects or by the outcomes of the decisions made regarding the projects. Decisions regarding the content and design of the Bureau's initiatives and programs to ensure adherence to Department and professional standards. Evaluating information and material submitted by the Divisions or other organizational units, rewriting and editing information; independent development of Bureau information and communication. The position is the recognized resource for all logistical requirements for the Collection Services Bureau. This position determines the methods used to accomplish assigned projects, thereby affecting the Divisions, either through the assistance required to implement the projects or by the outcomes of the decisions made regarding the projects. Decisions on prioritizing work to meet Bureau needs and deadlines. Evaluate and recommend materials and supplies for acquisition.

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

Policy and major procedural changes require the Bureau Director's approval prior to implementation.

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.

Position is conducted in a standard office environment. Frequent operation of personal computer and access to multiple Department systems. Repetitive motion tasks; standing, sitting, stooping, reaching and walking required. Occasional overtime due to increased workloads or special reporting requirements. Occasional stress due to short deadlines. Occasional overtime due to increased workloads or special reporting requirements. Occasional travel may be required. High exposure to advanced technology. May be required to transport a personal portable computer and related equipment.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

The essential functions of this position include certain administrative duties within the Bureau, including assisting with the budget development and monitoring, procurement and deployment of equipment required of CSB staff, management of IT assets, administration and management of Workspaces and dashboards and assisting with and in general oversight of all daily tasks that are required to support the administrative needs of Collection Services Bureau.

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

New position

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

The Collection Services Bureau consists of over 185 employees and 85 additional contractors with multiple taxing divisions containing complex work areas. The Collections Services Bureau is responsible for collecting all delinquent debts due to the State of Michigan and its affiliates. This position will oversee, coordinate and evaluate the bureau's efforts relative to Department initiatives such as employee engagement and bureau-wide communications, support of logistical requirements, budget development and monitoring, procurement and deployment of required equipment, management of IT assets, administration of workspaces and dashboards, and general oversight of daily administrative tasks supporting Bureau operations.

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

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of research and analysis; knowledge of the principles and techniques of administrative management, including budgeting techniques, office procedures, and reporting; demonstrated ability to conduct research, compile and analyze information and to prepare well written reports and documentation; ability to plan, direct and coordinate work projects and work within a team environment.
- Superior oral and written communication skills. Above average ability to use initiative and exercise diplomacy. Ability to lead and participate in high performance teams in a professional 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

8/26/2026

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