

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

Position Code
1. DEPTALTES30Y

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) Tax Administration Services Bureau
4. Civil Service Position Code Description DEPARTMENTAL ANALYST-E	10. Division Technical and Operational Support
5. Working Title (What the agency calls the position) Departmental Analyst-E	11. Section Learning, Quality, and Development
6. Name and Position Code Description of Direct Supervisor SLATER, JENNIFER & HICKS, GEORGE; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor SMITH, JENNY F; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Dimondale, MI Monday – Friday, 8:00am – 5:00 pm

14. General Summary of Function/Purpose of Position

This position serves as an analyst in the Learning, Quality, and Development Section within the Technical and Operational Support Section of the Department of Treasury. This incumbent is responsible for the development and support of the quality assurance activities that shape and inform training for the Tax Administration Services Bureau (TASB). Serves as the resource for the operation of the training program in TASB, including the development of training resources, conducting training, performing quality assurance monitoring, and incorporating quality assurance (QA) feedback to update policies 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: 45

Research, develop, and implement centralized quality assurance and training programs for the bureau. Research and perform analysis to formulate sound recommendations for communications and training regarding a variety of matters related to tax administration functions.

Individual tasks related to the duty:

- Research customer service skill strengths.
- Identifies opportunities for improvement.
- Assist in the development of quality measurement documentation and training materials and programs for both staff and leadership.
- Conduct training sessions both in-person and electronic forums.
- Support the training of new hires and utilize quality assurance to ensure readiness for duties.
- Participate in the development, implementation & maintenance of Bureau wide training programs and timelines.
- Assist in the development of training materials; curriculums, modules, interactive and multimedia presentations, print publications, upload to internal training library and content of the learner portal site.
- Identify changes in rules, regulations and procedures in tax law standards or policies related to Tax Administration and assist in incorporating changes into the Training Program.
- Participate in cross-functional training groups to develop most effective materials.
- Aid in the creation and implementation of standardized training documents, forms, and correspondence.
- Comply with training requirements set forth by the Department or Bureau and make recommendations for changes.
- Interpret laws, rules, and regulations for training plans specific to Tax Administration.

Duty 2

General Summary:

Percentage: 25

Research, analyze, develop, and execute continuous quality improvement initiatives in the business areas involved in the quality assurance process. Works closely with other Division's within the Department and other bureaus across the Department to resolve quality assurance and other complex issues on accounts to support tax administration activities and functions.

Individual tasks related to the duty:

- Contribute to the research, analysis and development of standards defining the quality of processing tax returns and forms and customer interactions.
- Identify opportunities for improvement.
- Assist in the development of quality measurement documentation and training materials and programs.
- Assist in the research and development of surveys to measure satisfaction with the quality assurance unit's monitoring and coaching. Recommend improvements based on analysis of these surveys.
- Prepare metric reporting related to evaluation results and statistics and analyzes results.
- Communicate effectively both verbally and in writing with internal staff, other departments, outside agencies, and taxpayers and their representatives.
- Inform and escalate to management on a timely basis of sensitive issues, taxpayer complaints, and potential employee integrity or performance concerns.

Duty 3

General Summary:

Percentage: 20

Collaborate with business area supervisors and managers to support, develop, and enhance staff training and quality assurance programs. Ensures alignment with organizational goals and promotes continuous improvement in staff performance and service delivery.

Individual tasks related to the duty:

- Maintain relationships with business areas that participate in the quality assurance process and training program.
- Identify common goals, expectations, and performance standards for both training programs and quality assurance activities.
- Participate in regular calibration meetings with supervisors and quality assurance staff to ensure consistency in evaluations, promote best practices, and align performance expectations across teams.
- Provide supervisors and managers support in coaching employees through evaluations and feedback.
- Participate in discussions on quality assurance and training data to gather feedback, encourage collaboration, and identify opportunities for continuous improvement.

Duty 4

General Summary:

Percentage: 10

Perform other duties and complex special projects as assigned.

Individual tasks related to the duty:

- Participate in work groups or teams.
- Liaison with other Divisions as necessary.
- Attend conferences and meetings.

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

The appropriate training methodology to use as a means to ensure effective quality assurance and training deployment. Update of existing and design of new quality assurance informed training programs for new technology and legislation; including, including determining what should be covered and the format appropriate for presentation. Analysis of statutes to ensure Division instructions, job aids, manuals, programs, forms, and systems remain accurate and are being administered as efficiently as possible.

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

Decisions that affect the policies of the Division and/or the Department. Decisions related to unusual situations that may require a change in Departmental rules, regulations and/or policies. Interpretation of new legislation and impact on Division. The employee in this position will seek direction and decisions from his or her supervisor when conditions or issues may not be consistent with current practices, policies or statutes, or those which may result in legal liability for the Department of Treasury.

Prioritizing complex issues, activities, research, and analysis related to carrying out assignments provided by the Department Manager 14 and/or Assistant Administrator. This would include detailed and comprehensive analysis of statutes to ensure Division programs, forms, and systems are accurate and being administered as efficiently as possible.

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.

Physical effort and environmental conditions are consistent with those in a normal business office operation. These include, but are not limited to, sitting and utilizing a personal computer for long periods of time, filing, and removing records from file cabinets. The individual must be able to make presentations to group audiences. May also include some travel to attend meetings or present information to groups.

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):

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

The essential duties of this position are to support all quality assurance and training functions within the Tax Administration Services Bureau, including new technology or legislation. Conduct QA, use QA to inform training, update procedures, train employees, and perform special projects as assigned. Duties also include all requirements listed in Section 18.

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

Modernization and centralization efforts have led to the development of a comprehensive, integrated training and quality assurance program. The duties have now expanded to include quality assurance activities that inform and enhance the training programs. Quality Assurance has evolved in the bureau to be utilized to identify training opportunities and provide both coaching and training. To better reflect the evolving focus and the interconnected nature of the work, the section name has been updated to emphasize the integration of quality assurance, training, and staff development. This change underscores our commitment to continuous improvement, employee growth, and delivering high-quality service through a unified approach. PD is updated to reflect approved updates to senior standards.

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

The function of Learning, Quality, and Development is to actively support TASB on three broad fronts. Training develops and conducts training related to the overall processes for TASB. Quality Assurance evaluates the actions/work completed by the business areas involved in the quality assurance process. Develop opportunities for process improvements and employee growth, while assuring our tax processes are accurately executed and support excellent customer service.

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.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the Treas, JELF, FileNet, Siebel, STAR/MARCS computer systems and other Treasury interfaces is preferred.

Ability to analyze and evaluate a variety of data from the standpoint of systems, instructions and training.

Ability to organize, assess and deliver detailed information effectively.

Ability to design, modify and improve form accuracy and layout effectiveness.

Ability to work under competing priorities, deadlines and stress.

Ability to apply active listening skills.

Ability to plan and coordinate work projects and work within a team environment.

Ability to interpret laws, rules and regulations relative to the work.

Ability to apply critical thinking to analyze processing questions and/or taxpayer inquiries through to resolution.

CERTIFICATES, LICENSES, REGISTRATIONS:

FTINPRINT sub-class code. 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.

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