

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TREASURY CENTRAL PAYROLL
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Tax Administration Services Bureau
<b>4. Civil Service Position Code Description</b> Departmental Technician-A	<b>10. Division</b> Business Taxpayer Services Division
<b>5. Working Title (What the agency calls the position)</b> Senior Technician - Business Tax Administration	<b>11. Section</b> Business Taxes
<b>6. Name and Position Code Description of Direct Supervisor</b> THOMAS, QUINTON; DEPARTMENTAL SUPERVISOR	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> COLIZZI-MCCRUMB, ANGELIQUE; DEPARTMENTAL MANAGER	<b>13. Work Location (City and Address)/Hours of Work</b> Operations Center, Dimondale, MI Monday-Friday 8:00am to 5:00pm

**14. General Summary of Function/Purpose of Position**

The Tax Administration Services Bureau is composed of four divisions: Individual Income Tax, Business Taxpayer Services Division, City Taxes and Special Taxes. This Departmental Technician position will conduct the specified activities which must be carried out to meet Division and Department goals and objectives for the Business Taxpayer Services Division.

The position's primary functions include:

1. Serve as a technical resource for team members and investigate customer complaints by researching account issues that have been escalated and that require interpretation of statutes and policies related to the various Michigan business taxes.
2. Plan, develop and conduct training to provide support for staff in the Business Taxpayer Services Division. Recommend business process improvements.
3. Perform Complex Queries.
4. Participate on Special Project Teams.

This position will also be responsible for updating staff on tax related changes, update job aids, and Treasipedia SharePoint sites. This position will also provide coaching and feedback to entry level, intermediate and experienced staff.

**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: 50**

Serve as a Technical Resource for Team Members & Investigate Customer Complaints. This position is responsible for researching and interpreting issues for problem resolution.

**Individual tasks related to the duty:**

- Handles complex business taxpayer and/or business tax filing issues that require interpretation of law or policy that is not clearly outlined in standard job procedures. Provides an additional level of research and interpretation of statutes, policy and an understanding of the impacts of pending legislation and recent changes in law.
- Develop business tax procedures and guidelines in such a way as to promote uniformity of procedures among all staff.
- Review quality assurance evaluations and assist supervisors in coaching team members to improve the quality of customer service.
- Review public web pages for accuracy of business tax information and recommend updates.
- Answers inquiries regarding the Department's policy position on business tax, technical tax matters.
- Research, interpret, and apply relevant tax law, the Revenue Act, Departmental policies, and procedures to resolve unique situations that require interpretation of law or policy that is not clearly outlined in standard job procedures, and be able to communicate the same to tax practitioners.
- Serve as the intermediary between processing and contact staff and Technical Services Section, Hearings Division, Tax Policy, Audit, Executive Office/Legislative, or Collections when dealing with technical tax issues.
- Work with staff in the Business Taxpayer Services Division to develop a holistic understanding of the tax laws, operational procedures, and system functions and how they all interact.

**Duty 2**

**General Summary:**

**Percentage: 20**

Plan, develop and conduct training and recommend business process improvements. This position is responsible for working closely with the analyst team and supervisors to plan, develop and conduct training. These include creating new procedures or making changes to existing procedures to develop a holistic understanding of the tax laws, operational procedures, and system functions.

**Individual tasks related to the duty:**

- Work closely with the analyst team and with a broad spectrum of division staff to plan, develop, and conduct training programs for new staff as well as ongoing staff development related to, but not limited to, implementation of new work processes, systems and/or instructions.
- Works closely with supervisors and analysts to identify issues for training and remedies for system functionality that are crucial to completing the work of the unit and develop training and reference materials for new processes and procedures.
- Update and create new reference materials that are used by staff on the Bureau's internal Web pages (Treasipedia) when changes occur to tax laws.
- Interpret business tax statutes to educate the public and staff.
- Research and suggest system enhancements to provide increased customer service to taxpayers.
- Serve as a SAP system resource for the business tax functional areas to answer technical questions and/or identify system issues when the system is not working as intended and follow up and work with analysts to remedy the issue.
- Review standard methods of operations for SAP and Legacy systems and review efficiency issues; suggest alternatives to develop a more effective operation of the systems.
- Develop procedures and guidelines in such a way to promote business taxes processing uniformity among business taxes staff.

**Duty 3**

**General Summary:**

**Percentage: 20**

Performs Complex Queries and provide System Support. Responsible for performing established queries that are needed for the work area and summarizes the results using established reports. There may be the need to change some parameters, most queries are considered routine.

**Individual tasks related to the duty:**

- Responsible for creating and performing complex queries when requested by management for nonstandard research and analysis. These queries are complex because they contain multiple business tax types and multiple business tax data types in one report and are run utilizing specialized tools within the unique tax processing system. Standard queries typically only contain one tax type and/or one tax data type such as payments in a specific file.
- Create complex ad hoc queries for production and metric data. These queries are complex because they contain data from multiple business tax types and multiple business tax data types. It is a complex task to gather, review, compile and summarize this large amount of data into productivity metric results based on management requirements.
- Responsible for summarizing complex results from a variety of formats. These results are complex because they relate to accounts for high dollar, high profile, highly contentious taxpayer accounts that have multiple tax types owed and multiple related subsidiaries and entities. The results are complex because they must include all of the business tax types and filings related to the business and related businesses into a summary format that can be understood by Departmental personnel, attorneys, legislative liaisons and potentially used for litigation purposes.
- Work directly with Business Tax Analyst in the tracking and prioritization of fixes for system issues for the various business taxes.
- Create documentation regarding SAP and Legacy system processes and procedures and maintain that documentation.
- Serve as a lead during forms development and monitor the impact of business tax form changes on the system.
- Serve in a triage role for staff to channel system issues to. Research and forward to analysts for remedy and resolution.
- Run a query of various taxpayer data such as payments and contacts with the department, found in multiple systems, to utilize in an informal conference or tax tribunal hearing as evidence.
- A senior technician runs the complex query requested by management when a standard production report indicates an anomaly. A senior technician runs the query using different variables such as date and/or type of either return and/or payment and/or other identifying information to recommend a focused processing group be utilized to enhance production. A complex report requires manual creation starting with no data that encompasses more than the standard information normally used to identify backlog and production items.
- Work closely with the business taxes analysts to serve as a reviewer of business tax system functional specifications and provide feedback.

**Duty 4**

**General Summary:**

**Percentage: 10**

Other duties and special projects as assigned.

**Individual tasks related to the duty:**

- Participate on Special Project Teams.
- Other duties as assigned.

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

Tax interpretations that affect taxpayers.

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

Issues of first impression that may have impact on the public or staff. 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.**

Physical effort and environmental conditions are similar to those in a normal business office operation; air temperature and lighting. These include sitting and utilizing a personal computer for long periods of time. High exposure to advanced technology. The individual may also have to occasionally transport containers weighing between 10 and 20 pounds.

**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?**

This position will provide a full range of technical assistance to the entire Business Taxpayer Services Division. Primary responsibilities include resolution of complex taxpayer business tax issues, including registering for business taxes and tax clearance. 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. Communicates between technical, processing, and customer contact work groups of the Business Taxpayer Services Division to gain consistency and promote uniformity throughout the SAP system functional areas. Assists in creating new procedures to ensure proficiency and updating old procedures and policies as the Department and the business tax administration functions continue to evolve. Demonstrates in-depth, expert knowledge and proficiency in business taxes, business taxes registration and tax clearance, as well as a thorough understanding of Department of Treasury policies, procedures, systems, and their applications. Will act as a SAP system resource for the various business tax functional areas as well as a business tax resource for other legacy systems used in the Division. May be involved in special projects to share expertise.

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

No changes.

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

The Business Taxpayer Services Division is responsible for the timely and quality processing of business tax returns and forms, operation of a customer service contact center and overall operational performance measurement. The Department Technician position serves as a business taxes technical resource and plays a key role in staff support, assisting with and monitoring testing of the business tax functional areas of the processing system, assisting front line staff with responses to taxpayer inquiries via phone, mail and electronic media. In addition, the Department Technician will be responsible for business tax content of websites, monitoring of quality assurance activities, and completing tax clearances.

**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:**

