

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCHE

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) City Income Tax Bureau |
| 4. Civil Service Position Code Description Departmental Technician-E | 10. Division Customer Services and Processing Division |
| 5. Working Title (What the agency calls the position) Departmental Technician 7-E9 | 11. Section |
| 6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL MANAGER-3 | 12. Unit |
| 7. Name and Position Code Description of Second Level Supervisor BURTON, LAWRENCE C; STATE DIVISION ADMINISTRATOR | 13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Rd, Dimondale, MI Monday - Friday, 8:00 AM to 5:00 PM |

14. General Summary of Function/Purpose of Position

This position functions as a Departmental Technician within the Customer Service and Processing Division of the City Income Tax Bureau (CITB). This position is responsible for enhancing the quality of Treasury's customer service by monitoring and evaluating both inbound and outbound calls managed by Treasury Customer Service Representatives (TCSRs). In addition to call reviews, the role assesses other work performed by TCSRs, such as return processing and manual correspondence with taxpayers. The position involves providing coaching to improve staff performance, recommending process improvements, reviewing operational trends, and identifying training needs through quality assurance evaluations. Additionally, it includes assisting in the development and delivery of training programs and implementing standardized job aids and procedures to enhance job effectiveness for division 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: 60**

Randomly sample and review staff phone interactions with customers to assess quality of service. Monitor and evaluate recorded calls, recommending changes to procedures, policies, and training to enhance overall service standards. Evaluate customer service activities performed by staff, including return processing and written communications, ensuring alignment with established quality standards. Provide coaching and feedback to team members to support continuous improvement and maintain high performance levels.

Individual tasks related to the duty:

- Monitor and evaluate recorded calls for compliance with established performance standards.
- Assist in providing coaching that results in improved performance and efficient utilization of tools and Treasury system.
- Participate in calibration sessions to ensure scoring consistency.
- Recommend changes in processes and procedures that facilitate overall improvement in customer interactions.
- Ensure all job aids, processes, and procedures are documented, accessible and up-to-date for staff reference.
- Identify and report trends that leads to better customer service.

Duty 2**General Summary:****Percentage: 20**

Provide support to training staff. This position is responsible for assisting with onboarding new staff, coordinating ongoing training schedules, and updating training materials and job aides.

Individual tasks related to the duty:

- Participate and assist with onboarding of new staff.
- Coordinate call shadowing schedules.
- Conduct training evaluations.
- Identify training needs/gaps: assist in the development of training programs as needed.
- Update and maintain training materials, job aids, and relevant internal web content.
- Monitor knowledge retention.
- Develop and deliver technical training programs for staff on system usage, reporting/production monitoring, and best practices.

Duty 3**General Summary:****Percentage: 10**

Serve as a technical resource for team members and others. Process requests for resolution of customer issues that are technical or complex such as allocation, apportionment, and other issues. Demonstrates knowledge of research procedures for explanation of tax law and collection policies and procedures.

Individual tasks related to the duty:

- Use available reference materials to find answers to questions (memorandums, tax instruction booklets, Job aides procedure manuals, etc.).
- Serves as a technical resource for staff being evaluated.
- Provide guidance to team members with unusual or complex inquiries.
- Independent judgment is used to escalate issues to senior management, training and to provide answers to questions from staff.

Duty 4**General Summary:****Percentage: 10**

Other related duties as assigned, including acting as project team member for projects established by management and serving as back up for Human Resource liaison duties.

Individual tasks related to the duty:

- Miscellaneous office duties as assigned.
- Provide backup support to HR liaison and budget functions (eg. equipment and security).
- Provide expertise to other divisions within Treasury.
- Provide relevant QA metrics to management when needed.
- Assist supervisors in coaching team members to improve quality.

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

Evaluation and coaching of staff for improved quality. Recognition of team members superior performance.

Recommending changes to procedures and training that enhance the quality of work. Serving as a technical resource for staff.

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

Disclosure of information in unusual situations. Coaching related to performance issues potentially identified as disciplinary in nature. Analysis of new policies as they impact the City Taxes Division.

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.

This individual must work at a desk for long periods of time. The job requires extensive use of a personal computer, consisting of repetitive motions used in keyboarding and information retrieval. The individual will present information in small group settings and may facilitate discussions in small to medium sized 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):

- | | |
|---|--|
| <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?

Yes.

23. What are the essential functions of this position?

The essential duties of this position are to improve the quality of Treasury's customer interactions through monitoring and evaluating incoming and outbound telephone calls handled by Treasury Customer Service Representatives (TCSRs) in CITB call center operations. Quality Assurance Technicians assist in coaching and training staff to improve performance and productivity. The position also recommends changes to current processes and procedures identified through quality assurance reviews, while also identifying training gaps. The essential duties include all requirements identified in section 15 of this position description.

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 City Income Tax Bureau is responsible for the timely and accurate processing of tax returns, as well as providing high-quality customer service to taxpayers. The Departmental Technician supports this mission by enhancing the quality of customer interactions. This is achieved through monitoring and evaluating both inbound and outbound calls, as well as reviewing other key aspects of Treasury City Income Tax Bureau Staff work, such as return processing and written communications. The position ensures that staff performance aligns with established service standards and contributes to continuous improvement efforts within the bureau.

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:

The employee must be able to effectively communicate with others, coach others for improved performance and analyze situations dealing with tax related matters and resolve them. The employee must have a thorough knowledge of the applicable legislation/statutes as well as the procedures and policies of the Department and resource materials available and the ability to effectively utilize software such as SIEBEL/CRM, FileNet, Treasury legacy tax systems, CXOne, and others.

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