

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) Liquor Control Commission
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Financial Management
5. Working Title (What the agency calls the position) Departmental Technician	11. Section
6. Name and Position Code Description of Direct Supervisor COLE, ALAN; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor HAMILTON, PAMELA D; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7109 W Saginaw Hwy, Lansing, MI / Monday thru Friday; 8:00am - 5:00pm
14. General Summary of Function/Purpose of Position	
<p>This position is primarily responsible for the Commission Help Line. It is primarily responsible for customer service needs in the liquor wholesale operation carried out through private Authorized Distribution Agents (ADAs). Calls are taken throughout the day on a wide variety of problems. A significant percentage of the calls deal with human conflict, including a small percentage of problems of a serious and/or threatening nature. This position develops solutions to the Help Line calls. This position documents the nature of the calls, responds in a timely manner and follows up.</p> <p>This position aids in the approval or denial of vendor-submitted products in the liquor price quotation system, reviewing liquor quotations received for products to be added or deleted or for prices to be changed or various other reasons. This position aids in the registration of all new spirit products and their labels before sales can be made in Michigan. This position requires frequent coordination and communication with over 400 liquor vendors. Also, this position assists liquor vendors by explaining the E-quote system to them.</p> <p>This position is responsible for the operation of the Commission's liquor purchasing system.</p>	

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

Responsible for the Commission's Customer Service Help Line. Give direct assistance to licensees in the area of liquor wholesaling and delivery via contact through the Help Line. Assist licensees with the Online Liquor Ordering (OLO) System

Individual tasks related to the duty:

- Responsible for the Commission's Help Line for wholesale sales.
- Listen to customer problems and complaints. Take appropriate action utilizing current policies and procedures. Attempt to provide an appropriate course of action to pursue with the caller at first contact. Follow up and review complaints and take appropriate action according to policies and procedures where applicable.
- Referee and negotiate solutions between licensees and Authorized Distribution Agents. Communicate with ADAs customer service representatives and other staff as appropriate to discuss problems and obtain cooperation for solutions.
- Interpret existing law, policies and procedures as they relate to this service area.
- Develop and/or create a resolution to the Help Line calls. Follow up with licensees to ascertain that the solution has been implemented.
- Assist the licensee's with the State's On Line spirit ordering system. Explain how to operate it and how to fix the problems they are having.
- Prepare informational bulletins for distribution
- Research any pattern of problems presented by licensees by telephone or in writing which are of a unique or recurring nature.
- Collect and consolidate call data and report the data.
- Conduct correspondence related to the work.
- Interpret the general adherence by ADAs to business rules established by the Commission.
- Identify areas or policies or ADAs involved in the issues.

Duty 2

General Summary:

Percentage: 20

Review and evaluate liquor quotations and federal label approvals for new spirit products to determine if statutory and agency requirements are met. Operate the State of Michigan's electronic quotation internet based computer software application known as E-Quote. Compile product information for the Commission's review and approval. Examine and approve quotations for case cost changes, ADA and/or vendor changes, and proof and case size changes, to determine if statutory and agency requirements are met. Correspond via letters, e-mail, and telephone with the liquor vendors to obtain information needed. Assist suppliers with the E-Quote system. Create reports for use by the staff, the ADAs, and other interested parties. Compile data, prepare and edit the monthly "New Items Price List" and the quarterly Pricebook and Increase/Decrease List. Delist products as necessary.

Individual tasks related to the duty:

- Review and evaluate E-Quote requests to determine if statutory and agency requirements are met regarding bottle and case sizes, specialty packs, etc. Refer to current Price List, Inactive History Report and Federal Label Approval for new items, in determining the accuracy of the requests and whether the products should be approved for sale in Michigan.
- Based on the findings of the review of each request, accept, reject, or deny quotation requests in E-Quote in a timely fashion and make recommendations for changes or additions.
- Compile product information for the Commissioners review and approval of spirit products for sale in Michigan.
- Notify vendors of approval or denial of E-Quote requests based on Commission's ruling.
- Answer inquiries from consumers, licensees, liquor vendors, and ADAs regarding application of the Michigan Liquor Control Code, agency rules, regulations, and procedures pertaining to spirit products.
- Review, evaluate and/or follow up on vendors forms for acceptability prior to approving access to the E-Quote system.
- Conduct interviews by telephone to follow up on complaints or outstanding issues and determine need for further review.
- Answer inquiries regarding functions, rules, regulations and policies.
- Use Codemaster files to create, edit and proof monthly New Items Price Lists and quarterly Pricebooks and Increase/Decrease lists.
- Email New Items Price Lists, Pricebooks and the Codemaster to ADAs, key tag companies, MLCC web publisher, the National Alcoholic Beverage Control Association (NABCA) and the OLO System, as appropriate.
- Follow procedures to determine and remove products through the delisting process.

Duty 3

General Summary:

Percentage: 10

Monitor Michigan Liquor Control's liquor ordering and purchasing systems to ensure that the State owns sufficient liquor inventory to meet the retail licensees' needs. Coordinate the special inventory program to adjust the liquor purchases to maintain the proper State owned inventory quantities for individual liquor products. Retain records to document the State's liquor purchases.

Individual tasks related to the duty:

- Compile and update the computer production information for the fiscal accounting weeks, code master dates, and gross order files received electronically from the ADAs.
- Produce the Daily Authorizations for Purchasing and the daily and weekly Purchase Orders. Verify that the Daily Authorizations for Purchasing and daily and weekly Purchase Orders are properly distributed.
- Maintain electronic files of the Daily Authorizations for Purchasing and daily and weekly Purchase Orders to be stored on CD's for archives.
- Maintain and update vendors' designated agent electronic files to ensure correct addresses are on file for distribution of Daily Authorizations for Purchasing.
- On a weekly basis, create the Negative Sales To Adjust Report, by ADA.
- Determine when the special inventory program needs to be ran, in consultation with other staff. Compile and update the current computer production information for the special inventory program.

Duty 4

General Summary:

Percentage: 10

Respond to written and telephone requests for general information of any nature received by the agency. Answer Division phone lines. Perform research and special projects. Serve as backup to various duties. Other duties as assigned.

Individual tasks related to the duty:

- Respond to telephone and emailed inquiries of an unusual or unique nature which are transferred to the Financial Management Division. Find answers and respond directly to customers. Prepare correspondence.
- Inform callers of the availability of information they are looking for, offer substitutes, and distribute information.
- Maintain favorable public relations.
- Conduct research as needed.
- Review division's internet pages and recommend changes/updates.
- Perform backup duties as assigned.
- Other duties as assigned.

Duty 5

General Summary:

Percentage: 10

Research and respond to Finance Division-related FOIA requests. Review and compile documentation in response to public inquiries.

Individual tasks related to the duty:

- Research, compile and review information in accordance with the standards set by the Department and the advice of the Office of the Attorney General.
- Determine what information can be released while maintaining compliance with FOIA.
- Respond to requests in a timely manner as dictated by statute. Receive requests through subpoenas, email, facsimile or walk in customer. Provide information to other divisions upon request.
- Enter information into database system for tracking all FOIA requests.
- Receive information from FOIA Coordinator or LARA's Central FOIA office on changes to the FOIA guidelines or information on FOIA related court cases.
- Implement necessary changes to comply with new FOIA guidelines.

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

The position decides how to handle each particular problem presented, most frequently by phone call. While a return call could be made with a solution, it is expected that most solutions will be presented at the time of the call. Problems could include whether broken or damaged merchandise will be credited to the licensee. The State of Michigan is affected by these types of decisions. A choice between customer service and monetary costs would be at stake. Another example would be that of a missed delivery by an Authorized Distribution Agent. A decision would be made to require a special trip out by an ADA with product or have the licensee wait until the next delivery. This could affect the licensee's livelihood. Also, this position utilizes interpretations of laws, administrative rules, policies and procedures to determine whether to process new products, price changes, and other E-Quote product submissions. Decisions made could affect liquor vendors, retail licensees, ADAs, and the public as to the availability of spirit product throughout the State of Michigan. Inaccuracies in E-Quote or the price lists could create financial problems for the State or a liquor vendor.

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

ADA requests of the Commission for licensees to prepay for their liquor would require a supervisor's review. A licensee must be shown to have temporarily lost their privilege of regular weekly delivery due to repeated problems caused by the licensee and the supervisor must obtain Commission permission for them to prepay. A decision to modify or suspend ADA obligations for service to a licensee due to threats, violence, theft and other severe actions would be discussed with the supervisor and the supervisor would discuss with the Commission.

New liquor products submitted in E-Quote that are unusual would be brought to the supervisor's attention for discussion with the Commission. When more than one liquor vendor is claiming to have the legal rights to certain products, the supervisor's assistance would be requested in resolving the situation.

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.

Normal physical effort is involved. The position is situated in a normal office environment. Work on a personal computer is required, as well as time spent on a telephone. Some work around machines normally found in an office would also be involved including facsimile, copier, large network printers, etc.

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?

Position description was written by the Director of the MLCC Finance Division.

23. What are the essential functions of this position?

This position is the one primarily responsible for the Commission Help Line. This position is responsible for customer service needs involved in the liquor wholesale operation carried out through private ADAs. Calls are taken throughout the day on a wide variety of problems. A significant percentage of the calls deal with human conflict, including a small percentage of problems of a serious and/or threatening nature. This position is responsible for documenting the nature of the calls, responding in a timely manner and following up. This position assesses the operation based on calls and makes recommendations for changes in policy and procedure to alleviate problems. This position reviews and evaluates liquor quotations and federal label approvals for new spirit products and changes to existing products using the State's E-Quote system to determine if all statutory and agency requirements are met. This position assists liquor vendors with the E-Quote system. The position is responsible for the operation of the Commission's liquor ordering and purchasing system. This position serves as the MLCC Finance Division's FOI representative.

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?

The Financial Management Division is a complex division, which involves large revenue collection (approximately \$1.3 billion) and merchandise movement (8.4 million cases of spirits) as well as the operation of sophisticated information technology processes. The division is responsible for the performance of all of the accounting functions for the Commission. These functions include administration and accounting for the spirit wholesaling function, the purchasing of distilled spirits, accounts payable, accounts receivable, budgeting, review and approval of spirit product quotations, preparation of monthly and annual financial statements, the payment of expenses, the transfers of revenue, and the collection/verification/recording of taxes, licensee fees and wholesale proceeds.

This position primarily oversees the customer service needs arising from the liquor wholesale and delivery function. This position reviews spirit product quotations and updates the data base for approved liquor products and prices which is an essential component in the liquor sales, purchasing and distribution system. This position is responsible for the operation of the Commission's liquor ordering and purchasing system. This position processes FOI requests for the MLCC Finance Division.

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 as a technician or paraprofessional equivalent to the entry level in state service.

OR

One year of experience performing administrative support activities equivalent to the 8-level in state service.

Departmental Technician E9

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

One year of experience as a supervisor of administrative support activities equivalent to the 9-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:

Ability to maintain favorable public relations. Ability to interpret laws, rules, and regulations relative to the work. Ability to formulate plans, procedures, and controls in a program of service area. Ability to analyze and assess operations from the standpoint of management controls, systems and procedures. Ability to communicate effectively.

One year experience working with the finance, licensing, enforcement, or hearings and appeal process for the Michigan Liquor Control Commission.

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