

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

Position Code 1. DPTLTCHW04R
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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)
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Financial Services Division
5. Working Title (What the agency calls the position) Departmental Technician 7-E9	11. Section Depository Services
6. Name and Position Code Description of Direct Supervisor LOWELL, JULIE A; DEPARTMENTAL SUPERVISOR-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor ALVORD, MELANIE A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive Dimondale MI 48821 / Monday - Friday 8:00am - 5:00pm

14. General Summary of Function/Purpose of Position

Serves as a Departmental Technician for the Depository Service Section receipting and lockbox processes. Reviews the Section's processes and procedures and formulates recommendations to improve the Section's practices. Assists in the gathering of the Section's monthly metrics as well as providing technical assistance to Section Staff. Researches and assists the Office, other Offices within Treasury, and other Agencies with receipting and payment related requests. Assists the Section's Departmental Analysts with the development and maintenance of forms and procedures for bank processes. Communicates both verbally and in writing with lockbox vendor to resolve processing and reconciliation issues. Handles the Non-Conforming and Duplicate Image Cash Letter (ICL) Rejects as well as trouble shooting and correcting ICL file issues. Serves as the primary backup for the Field & District process.

In performing these duties, the position is responsible for promoting and maintaining an environment conducive to continuous quality improvement and for encouraging new ideas, input, respect and teamwork.

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: 55

Serves as a Departmental Technician for the Depository Service section receipting and lockbox processes. Reviews the Section's processes and procedures and formulates recommendations to improve the Section's practices. Assists in the gathering of the Section's monthly metrics as well as providing technical assistance to Section Staff. Researches and assists the Office, other Offices within Treasury, and other Agencies with receipting and payment research requests. Assists the Section's Departmental Analysts with the development and maintenance of forms and procedures for bank processes. Communicates both verbally and in writing with lockbox vendor to resolve processing and reconciliation issues.

Individual tasks related to the duty:

- Develops, writes, and updates Section's policies and procedures.
- Ensures the Section's Staff is kept up to date with any changes to procedures implemented to facilitate the completion of daily job duties.
- Reviews newly implemented guidelines and procedures for efficiency and effectiveness.
- Assists in the gathering of the Section's monthly metrics.
- Provides technical assistance to Section Staff.
- Create, utilize, and maintain spreadsheets.
- Communicates and responds to payment related questions from Office staff, agencies and financial institutions.
- Assists the Section's Departmental Analysts with the development and maintenance of forms and procedures for bank processes.
- Communicates both verbally and in writing with lockbox vendor to resolve processing and reconciliation issues
- Researches, analyzes and responds to check trace requests received from Treasury and other State agencies.
- Reconciles State Agency Tax payment transfers.
- Completes State Agency spreadsheet in preparation for keying into System Applications and Products (SAP).
- Backs up Depository Services Section Lead Workers.
- Makes recommendations for quality and process improvements.
- Attends meetings as necessary.

Duty 2

General Summary:

Percentage: 25

Responsible for the handling of the Non-Conforming and Duplicate Image Cash Letter (ICL) Rejects as well as trouble shooting and correcting ICL file issues. Assists with the implementation of new Remittance Processor payment vouchers.

Individual tasks related to the duty:

- Reviews Non-Conforming or Duplicate Image Rejects email and identifies rejected items.
- Researches Non-Conforming items and pulls item from original paper batch for re-deposit.
- Logs Non-Conforming items on appropriate spreadsheets.
- Researches Duplicate Image Rejected items and informs Revenue Accounting Section of findings.
- Corrects and re-transmits Image Cash Letter files when files are not processed due to errors.

- Troubleshoots Remittance Processor Issues.
- Assists management with the implementation of new payment vouchers processed through the Remittance Processor.
- Tests new voucher types and makes recommendations for improvements.

Duty 3

General Summary:

Percentage: 15

Serves as the primary backup for the Field & District process.

Individual tasks related to the duty:

- Receives deposit and remittance information from Treasury Field/District Offices.
- Enters deposits and corresponding payment information into Access database.
- Reconciles and balances deposits with remittances.
- Batches Field/District Remittances and distributes batches accordingly.
- Troubleshoots out of balance issues.
- Communicates both verbally and in writing with Treasury Field/District offices to resolve processing and reconciliation issues.
- Creates Daily File Transfer Protocol (FTP) Interface File.
- Assists with Michigan Cashiering and Receivable System (MiCARS) testing.
- Makes recommendations for improvement for the Field & District process.

Duty 4

General Summary:

Percentage: 5

Performs other duties as assigned.

Individual tasks related to the duty:

- Backs up Section staff as needed.
- Performs other duties as assigned.
- Assists with cross-training.

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

- Makes decisions related to day-to-day work priorities.
- Resolves day-to-day issues regarding remittance processing with third-party contractors, other state agencies, and any Depository Services Section processing issues.
- Determines who to contact in other Treasury Offices and State agencies to resolve problems.

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

Most decisions require the approval of the Supervisor or Section Manager.

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 is a general office environment and involves the use of a personal computer. Physical efforts include: walking, standing, carrying, sitting, seeing, talking, listening, lifting up to 20 pounds, typing, etc. This position may have significant interaction with third-party vendors. Occasional travel required.

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):

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|---|------------------------------------|---|-----------------------------------|
| 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?

All of the duties in number 15 of the position description must be performed and cannot be eliminated.

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 Office of Financial Services is responsible for receipting and recording of revenue received by the Department of Treasury in excess of \$45 billion annually. The Office is responsible for statewide bank activity and credit card contracts for the State of Michigan and functions in a central agency capacity to set policies and procedures for all other State agencies to use in the depositing, receipting and recording of receipts and revenues. The division is also responsible to set policies and procedures for disbursements in excess of \$45 billion annually.

This position serves as a Departmental Technician for the Depository Services Section. This individual is responsible for reviewing processes and procedures to make recommendations to management on improving Section processes. Assists in the gathering of the Section's monthly metrics as well as providing technical assistance to Section Staff. Researches and assists the Office, other Offices within Treasury, and other Agencies with receipting and payment related requests. Assists the Section's Departmental Analysts with the development and maintenance of forms and procedures for bank processes.

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:

Knowledge of general record keeping and filing systems.

Knowledge of classifying and coding data.

Knowledge of Microsoft Office software, State Treasury Accounts Receivable (STAR) system, Systems Applications and Products (SAP) and various other Treasury systems.

Knowledge of the application of instructions and guidelines of the work area to specific problems.

Knowledge of computer error codes.

Ability to research, interpret, select, and compile data for accounts, reports, records, and correspondence.

Ability to add, subtract, multiply, and divide mathematical figures.

Ability to compare data from a variety of sources for accuracy and completeness.

Ability to alphabetize, numerically rank, and sort or batch data and/or materials.

Ability to recognize and correct numerical errors.

Ability to follow, apply, interpret, and explain instructions and/or guidelines.

Ability to determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to communicate effectively.

Ability to compose routine correspondence and reports.

Ability to operate standard office equipment and type.

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.

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