

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

Position Code 1. DEPTALTE008Y

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) Collections
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Services Management Division
5. Working Title (What the agency calls the position) Departmental Analyst	11. Section Support
6. Name and Position Code Description of Direct Supervisor JOHNSON, BRANDON J; DEPARTMENTAL MANAGER-3	12. Unit Finance and Administrative
7. Name and Position Code Description of Second Level Supervisor BORDINARO, LISA C; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Dr Dimondale MI 48821 / 8-5 M-F

14. General Summary of Function/Purpose of Position

This position is responsible for conducting research, performing analysis, and providing recommendations within the complex work area of the Financial and Administrative Unit in the Collection Services Bureau (CSB). Primary duties of this position include the following: supporting financial systems in coordination with other CSB and agency teams, assisting with research, analysis, and process development of associated financial and offset programs, tracks section metrics and performs account reconciliation processes to ensure program quality, productivity, and adherence to internal/contractual controls.

The employee in this position is a member of the Services Management Division and, as such, participates in special projects, gives presentations, attends meetings on behalf of the Division, and works with peers and managers to resolve issues. This employee contributes to the continuous improvement of CSB by participating on committees as directed and assisting in the development and implementation of strategic goals.

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

Analyzes the management of financial systems supporting CSB collection activities to ensure effective and efficient functionality. Serves as a subject matter expert to State of Michigan and external business partners (e.g., systems vendors, CSB, Department of Treasury, and Department of Technology, Management, and Budget (DTMB) teams). Works with CSB management to develop reports and monitor system metrics to ensure quality performance and productivity.

Individual tasks related to the duty:

- Analyzes the management, evaluation, and remediation of issues of CSB financial systems.
- Recommends requirements for proposed system changes or enhancements to "Senior" analysts.
- Recommends prioritization of requests to "Senior" analysts in accordance with urgency, available resources, cost, CSB strategy, etc.
- Participates in the development, interpretation, evaluation, and recommendation of policies, procedures, rules, and regulations for the effective operation of financial systems.
- Participates in the designing and conducting of surveys, testing materials, and/or special studies.
- Serves, at the direction of leadership, as a subject matter expert to internal State of Michigan and external business partners.
- Aides the creation and monitoring of quality and productivity metrics to support data-driven recommendations and improvements.
- Maintains records, prepares reports, and composes correspondence relative to the financial systems.
- Provides recommendations of alternative strategies to address and resolve a variety of issues and/or system failures.
- Analyzes ongoing systems operations and recommends modifications to "Senior" analysts to effectuate the collection of debt with regard to the social, economic, political, and organizational implications.

Duty 2

General Summary:

Percentage: 25

Serves as a resource for the Treasury Offset Program (TOP) including vendor, individual income tax, and City of Detroit offsets and other financial programs including MiMATS, and SAP. Assists with research, monitoring, analysis, and process improvements to ensure program quality and productivity.

Individual tasks related to the duty:

- Analyzes the management, evaluation, and remediation of issues relative to financial program initiatives.
- Maintains records, prepare reports, and composes correspondence relative to financial program initiatives.
- Conducts training sessions, maintaining course content, and identifying opportunities for improvement.
- Assists in the development of policy and program materials, operations manuals, and supporting documentation for financial programs.
- Works with leadership to interpret existing and proposed laws, policies, and procedures as they relate to the program area.
- Analyzes ongoing program operations and recommends modifications to "Senior" analysts to achieve greater efficiency and effectiveness.
- Aides in the identification and monitoring of quality and productivity metrics to support data-driven recommendations and improvements.

Duty 3

General Summary:

Percentage: 20

Research, analyze, and formulate sound recommendations that ensure efficient and effective collection of accounts.

Individual tasks related to the duty:

- Tracks section metrics and performs account reconciliation processes
- Assures correctness and completeness of transaction report including error-checking for data crossmatch and accurate accounting.
- Helps identify the need for and requirements of reports.
- Develops outcome metrics and provides recommendations to "Senior" analysts using various reporting tools.

Duty 4

General Summary:

Percentage: 5

Contributes to the good of the Bureau by participating in other duties as assigned.

Individual tasks related to the duty:

- Conducts research and analysis assignments as assigned for the purpose of oversight, evaluation, assessment, planning, implementation, and reporting of special projects.
- Acquires in-depth understanding of project goals and impacts to ensure alignment with Unit, Division, Bureau, and Department strategies.
- Represents the Bureau, Division, and/or Section in meetings, on committees, and other engagements as assigned.
- 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.

Exercises independent and judgment in selecting the proper course of action in developing, implementing, maintaining, and improving the assigned financial systems and procedural responsibilities. Works in consort with "Senior" analysts to assure adherence to policies, procedures, and standards. These decisions affect the programs and policies used by CSB to effectuate the collection of debt.

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

- Decisions which result in a major policy change.
- Decisions which have a major budgetary impact.
- Items of potential political, security, safety, etc. sensitivity and/or concern.
- Participation and representation in activities assigned outside the Bureau and/or Department.

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.

- Extensive use IT Systems and hardware.
- Office Setting.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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 is responsible for, conducting research, performing analysis, and providing recommendations within the complex work area of the Financial and Administrative Unit in the Collection Services Bureau (CSB). Primary duties of this position include the following: supporting financial systems in coordination with other CSB and agency teams, assisting with research, analysis, and process development of associated financial and offset programs, tracks section metrics and performs account reconciliation processes to ensure program quality, productivity, and adherence to internal/contractual controls.

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

The changes reflect an update in software applications and minor duty changes

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

Primary activities of the Financial and Administrative Unit include the following: administration of the CSB financial systems and programs including Treasury Offset Program and other offsets including vendor, individual income tax, and City of Detroit and other financial programs including MiMATS, SIGMA, eServices, and SAP; balancing commissionable monthly transactions by collections contractor; processing incoming taxpayer/debtor correspondence interfacing with other CSB and Department of Treasury teams to foster relationships and resolve problems. This position serves as an analyst supporting the effective and efficient deployment of these systems and programs.

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 principles and practices of research and analysis.
- Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.
- Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of the principles and methods of research, statistics, operational analysis, cost analysis, and finance.
- Knowledge of the initiation, development, accomplishment, and evaluation of public programs and services.
- Knowledge of the economic, social, political, and business conditions of the state.
- Knowledge of the legislative process and governmental organization and structure.
- Ability to organize, evaluate, and present information effectively.
- Ability to maintain favorable public relations.
- Ability to communicate effectively.
- Ability to interpret laws, rules, and regulations relative to the work.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives

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.

MALINDA HUFFMAN

2/5/2026

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