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| **State of Michigan Civil Service Commission** | **Position Code**  1. |
| Capitol Commons Center, P.O. Box 30002 Lansing, MI 48909 |
| **POSITION DESCRIPTION** |  |

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| 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)** |
| Tax Administration Services Bureau |
| **4. Civil Service Position Code Description** | **10. Division**  Technical & Operational Support |
| Departmental Analyst-A |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Departmental Analyst 12 | IT Operational & Data Security |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| VACANT; STATE ADMINISTRATIVE MANAGER-1 |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work**  Operations Center, Dimondale MI 48821 Monday-Friday, 8:00 am to 5:00 pm |
| SHULTZ, NICHOLE; STATE DIVISION ADMINISTRATOR |
| **14. General Summary of Function/Purpose of Position**  The IT Operational & Data Security Section is responsible for ensuring the equipment and applications within the Tax Administration Services Bureau are efficient, supported, and well maintained. The analysts provide a critical role in supporting the contact center suite of products and perform the most complex analytical functions related to the various technologies so that staffing and service levels are met and to achieve swift and accurate resolution to all inquiries. | |

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| **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 support of the Contact Center and Interactive Voice Response (IVR) systems used in the Tax Administration Services Bureau. Also responsible for leading system improvements and ensuring all test queries meet the scope of requirements for projects. As well as developing complex queries and related reports. Analyzing various data for adherence to performance goals.  **Individual tasks related to the duty:** | | |
| * Responsible for leading system improvements and major operational system changes. * Responsible for ensuring all test queries meet the scope of requirements for projects affecting the contact center. * Develop complex queries and related reports for open and closed service requests and activities in tables for customer contacts. * Analyze data for adherence to program service level goals and performance goals for the bureau, prepare reports and recommend changes in policies and practices. | | |
| **Duty 2** |  |  |
| **General Summary:** | **Percentage:** | **30** |
| Develop and compile metrics for various customer service channels. Troubleshoot and resolve issues related to customer-facing technologies, as well as system support for the day-to-day operations. | | |
| **Individual tasks related to the duty:** |  |  |
| * Develop and compile weekly/monthly/quarterly/annual metrics for each customer service channel and compare to each channel’s goals for customer use, service effectiveness, timeliness, etc. * Troubleshoot and resolve scheduling issues with Genesys. * Monitor, troubleshoot, and resolve escalated issues stemming from external customers or internal staff. * Independently research new customer service solutions, actively network with corresponding governmental agencies, and coordinate vendor presentations. | | |
| **Duty 3** |  |  |
| **General Summary:** | **Percentage:** | **20** |
| Participate in other duties and complex special projects, as assigned. | | |
| **Individual tasks related to the duty:** |  |  |
| * Develop plans to test and implement opportunities for improved efficiencies in the various aspects of customer contact center operations. * Research and respond timely to complex taxpayer inquiries from the Treasury Executive Office and Taxpayer Advocate to ensure prompt resolution. * Serve as the primary contact for DTMB/Agency Services in troubleshooting contact center systems. | | |

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

Works independently in establishing/updating tables in contact center software, developing complex queries as needed by management. Works independently to research new customer service solutions.

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| **17. Describe the types of decisions that require the supervisor's review.** |
| Decisions that affect the policies and procedures of the Section and/or Division. Decisions related to priorities and staffing levels. Interpretation of new legislation and the impact on processes. |

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| **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.** |
| The individual must work at a desk for long periods of time. This job requires extensive use of a personal computer. |

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| **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. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |
| Yes. |

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| **23. What are the essential functions of this position?** |
| The position's essential duties are related to providing support to the Contact Center systems. This primarily includes system testing, evaluating, analyzing and monitoring customer service applications for stability and maximum efficiency for both internal and external stakeholders. Duties also include all requirements listed in section 18. |

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| **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 Technical & Operational Support Division is responsible for providing support to the Tax Administration Services Bureau, which consists of the Individual Income Tax, Business Taxes, and Special Taxes Divisions. This position plays a critical role in supporting bureau applications, analyzing performance metrics, and utilizing their research to provide recommendations to the overall bureau strategic goals This position supports the contact center systems.

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| **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:**  Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.  **KNOWLEDGE, SKILLS, AND ABILITIES:**  Knowledge and application experience with CRM, Genesys, IVR, ACD, CTI and CCPulse. The individual should possess the following abilities: the ability to analyze and evaluate a variety of data from the standpoint of systems and procedures; the ability to organize, evaluate and present information effectively; the ability to communicate effectively with others; the ability to learn and utilize computer processes. Additionally, the individual should also have the ability to interpret laws, rules and regulations related to their work. Good interpersonal skills and knowledge of individual income tax is desirable.  **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.*** |

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| ***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.**

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| ***I certify that the entries on these pages are accurate and complete.*** | | |
| **Appointing Authority** |  | **Date** |

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| ***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** |