

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) Collection Services Bureau
4. Civil Service Position Code Description Departmental Analyst-E	10. Division
5. Working Title (What the agency calls the position) Data Analyst 9-11	11. Section Data Analytics and Governance
6. Name and Position Code Description of Direct Supervisor LITTERINI, KATINA M; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor KALE, KAVITA; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Operations Center 7285 Parsons Drive, Dimondale MI / Monday through Friday 8:00 AM - 5:00 PM Hybrid

14. General Summary of Function/Purpose of Position

This position provides data analytics and operational support to the Collection Services Bureau (CSB) staff and third-party collection vendors in alignment with legislative requirements. The primary duties of this position are as following: (1) oversight of data analysis programs and projects including related research, studies, surveys, statistical and trend analysis, and recommendations for data system parameters and thresholds, (2) business intelligence support (dashboards, scorecards, etc.) and reporting, including biannual reports to the legislature, and (3) service in the role of Data Steward with regard to Treasury and CSB interfaces, adherence to standards and procedures for the Treasury Data Governance Program, and liaison to the data warehouse.

The employee in this position is a member of the Data Analytics and Governance team and as such, participates in special projects, give presentations, attends meetings on behalf of CSB, and works with peers and managers to resolve issues. This employee contributes to the continuous improvement of CSB by participating on committees as directed, tracking, and aligning Bureau metrics, 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: 60**

Provide data analysis and operational support for the CSB programs, projects, and related systems. Research, review, analyze, interpret, and compile data to make recommendations to support strategic and programmatic decisions.

Individual tasks related to the duty:

- Perform complex data analysis and investigation for customer requests, explain results, and make appropriate recommendations.
- Develop a proactive methodology for effective data management by collecting, analyzing, and reporting on disparate data sources.
- Analyze, improve, and customize current data solutions to meet business functional and non-functional requirements.
- Develop and document standard data processes.
- Research new and existing data sources to contribute to new development, improve data management process, and make recommendations for data quality initiatives.
- Conduct various statistical and trend analyses and recommend system parameters/thresholds that improve business effectiveness and efficiency.
- Perform periodic data quality reviews; determine root cause for data integrity gaps resulting from previously uncontrolled migrations in order to provide appropriate data resolution and remedy process.
- Ensure timely resolution of queries and data issues.

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

Provide business intelligence support (metrics, dashboards, scorecards, etc.), documentation, and reporting, including biannual reports to the legislature related to CSB data and measures.

Individual tasks related to the duty:

- Coordinate with other teams to report and document data enhancements and modifications activities.
- Create and maintain statistical reports.
- Compile data and author content for legislative reports, scorecard metrics, dashboards, etc.
- Develop ad hoc and customer reports as needed to investigate or act on complex collection matters.
- Use various reporting tools to track metrics and communicate trends, targets, and concerns.
- Compose correspondence relative to program initiatives.
- Monitor data usage and assist teams, share best practices trends in data use, and provide insight into how and where teams can use data to help in day-to-day decision-making.

Duty 3**General Summary:****Percentage: 15**

Serve as Bureau's Data Steward, ensuring that data policies and standards are adhered to, and data assets are leveraged to their fullest extent. Performs in the role of liaison with regard to the Treasury Data Governance Program, Treasury Office of Privacy and Security (OPS), the Data Warehouse, and other related data programs/systems.

Individual tasks related to the duty:

- Interact with Management, IT, Compliance and Performance personnel to gather data management requirements and construct the necessary quality control procedures.
- Collaborate with Manager and OPS to identify risks and establish mitigating data security guidelines and policies.
- Ensure compliance and security of the data, working in partnership with the Bureau's training team to provide requisite training.
- Maintain best practices to ensure data are appropriately secured from security breaches.
- Facilitate business and IT communications by defining, creating, and managing a common business vocabulary including the establishment of data naming standards.
- Develop processes and procedures along with access controls to monitor adherence including the establishment and enforcement of internal policies and standards.
- Maintain quality of the data using customer feedback, concerns, questions; internally reporting metrics; evaluating and identifying issues; and coordinating and implementing corrections regularly.
- Optimize workflows and communications.

Duty 4**General Summary:****Percentage: 5**

As directed by management, participate in special assignment and/or projects including a variety of professional and miscellaneous duties.

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.
- Acquire in-depth understanding of project goals and impacts to ensure alignment with Bureau and Department strategies.
- Represents the Bureau, Division, and/or Section in meetings, on committees, and other engagements as assigned.
- Participation in continuous improvement teams.
- Staff education.
- 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.

Decisions regarding daily work activities. Interpretation of guidelines to determine the appropriate course of action necessary to carry out assignments that may have significant impact on services, programs, or legislation.

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

- Decisions which result in a major policy change.
- Decisions which have major budgetary impact.
- Items of potential political, security, safety, and/or sensitivity concerns.
- 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.

Work is performed primarily in an office setting. Frequent use of a computer keyboard, monitor and imaging equipment is required, with accommodation as needed. Tight timelines are common.

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?

Provide data analysis and operational support for the CSB programs, projects, and related systems. Research, review, analyze, interpret, and compile data to make recommendations to support strategic and programmatic decisions.

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 Collection Services Bureau is the centralized agency for all overdue assessed tax administered by the Michigan Department of Treasury and primarily delinquent, non-tax debts owed to State agencies. This position provides data analytics and operational support to CSB and third-party collection vendors; and serves as the Data Steward for the Bureau.

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 principle 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 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 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.

SONYA CARTER

Appointing Authority

6/30/2022

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