

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

Position Code

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 Specialist-2	10. Division
5. Working Title (What the agency calls the position) Departmental Specialist 13	11. Section Data Analytics and Governance
6. Name and Position Code Description of Direct Supervisor CHAMBERLAIN, BRITTNEY; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor KING, MICHELLE; STATE DIVISION ADMINISTRATOR 17	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

Position serves as a professional specialist/expert for the planning, development and implementation of data collection and verification for Services Management within the Data Analytics and Governance section reportable metrics, including the quality assurance review of all business intelligence pertaining to the Services Management metrics or production reports. Position will provide input, guidance for the best use of technologies and analytics utilized by the CSB staff. Position will recommend appropriate program changes to collectable debt processes and procedural changes for the software applications that support the Services Management data analytics. The incumbent designs, implements and maintains procedures and documentation pertaining the Services Management Division wide metrics and quality assurance reviews of metrics and production reports. Makes metric, production report and Services Management process improvement recommendations; as well as improvement recommendations pertaining to the automated software applications that support the Collection Services Bureau (CSB). Works with a variety of software components and tools and analyzes and recommends new technology methodologies.

Acts as expert/liaison with other agencies and staff to coordinate program initiatives.

Coordinates with the Services Management staff to implement special projects as assigned.

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: 40

Coordinate, develop, maintain and implement data collection and verification process/program for the Services Management Division including management reporting and metric development. Design and publish reports for management. Specialized expert for all reportable the Services Management Division metrics.

This position must work well in team environment.

Individual tasks related to the duty:

- Develop, plan and implement processes to verify accuracy of various data used for the Services Management Division reports and metrics.
- Develop and maintain quality documentation of the reporting processes and report specifications.
- Collect, analyze and summarize information and trends including failed processes and recommendations for process improvements.
- Oversee the design and publish reports (Scorecard, Internal Control Reports, etc.) for management in the Services Management Division.
- Track all metrics and provide analysis to management.
- Monitor, evaluate and report on process, program or procedure changes including process improvement recommendations.
- Adhere to program measurements in accordance to the bureau wide metrics and performance objectives.
- Identify and resolve problems both technically or program specific.
- Ensure established policies are consistently applied.
- Coordinate activities with internal and external staff to ensure consistent bureau program goals are achieved.
- Recommend to management in the Services Management Division changes of policies, procedures and standards to facilitate standardization and achieve operational objectives.
- Utilizes various computer programs used by staff to generate reports for analysis.
- Participates in mapping sessions, which map data from the source system to the staging tables.
- Develop and design a variety of reports by analyzing and verifying CSB data.

Duty 2

General Summary:

Percentage: 30

Oversee, and recommend appropriate program changes to collectable debt processes and procedural changes for required changes of the software applications that support the Services Management Division data analytics. Provide quality assurance review over the Services Management Division databases, tracking and reporting functions for the variety of the Services Management Division projects and programs, covering all debts collected by the Services Management Division

Individual tasks related to the duty:

- Oversee the design of databases and business intelligence systems utilizing appropriate software applications. Document all applications and databases in accordance with standards established by the CSB.
- Determine appropriate software package or needs to achieve the goals of the analytics system/program.
- Prepare project analysis summaries for break/fix requests at the end of each project.
- Relate performance results of various projects to historical performance and trends to promote increased compliance to fairly resolve delinquent financial obligations for the benefit of Michigan citizens.
- Develop standard project queries (SQL, VBA, Teradata, etc.) and reports to track projects for the Services Management Division using the same criteria so that project metrics can be established, compared, and used for decision making for management.

- Complete independently and assist management with special projects and assignments to meet the goals and objectives of the CSB.
- Oversee the development of interfaces that are used within the existing software environments to collect data from various Treasury systems.
- Building reports as needed by the Services Management Division Management.
- Participates in user testing groups for all CSB changes (i.e. CSB data implementation initiatives, new taxes, legislative changes, data upload and extraction processes).

Duty 3

General Summary:

Percentage: 20

Ensure the compliance and integrity of the automated analytic software applications for the the Services Management Division.

Individual tasks related to the duty:

- Support management as a liaison with the DTMB as requested, attending DTMB status meetings to represent the Services Management Division analytic technology needs.
- Coordinate key activities and issues with internal and external stakeholders.
- Recommend, coordinate and implement software application improvements.
- Monitor, evaluate and report on the effectiveness of software configuration support.
- Oversee the integration of configuration files for the Services Management Division analytic software applications including trouble shooting and issues resolution recommendations.
- Oversee the integration and distribution of software changes (version updates) for the Services Management Division wide analytic software applications.

Duty 4

General Summary:

Percentage: 10

Perform other related essential functions as may be appropriate and non-essential functions as may be required and/or assigned by management.

Individual tasks related to the duty:

- Participates in the testing and provide evaluation of new software or hardware technologies available that could benefit users of the Services Management Division
- Monitor user performance and identify training needs.
- Act as a Subject Matter Expert for the Services Management Division data analytic projects.
- Represent the Division, the Services Management Division and Department in cross-functional user forums.
- Assist and verify accurate data within the CSB monthly and quarterly production reports.
- Provide technical support for staff on the creation of calculated fields and/or additional views needed in the TDW for efficient query usage.
- Compose IT candidates for changes related to data analytics to be worked on by DTMB.
- Compose Work Orders for changes related to data analytics to be worked by outside vendor.
- Analyze IT problems and report problems related to analytics to management, DTMB, and disseminate to staff.
- Facilitate and assist with meetings and special projects as assigned by management.
- Act as Project Team Leader or group member for Process Improvement projects.
- Participate in and complete special projects for the Department of Treasury.

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

Exercise considerable independent and professional judgment to select course of action in areas of research techniques, methods, procedures and standards. As well as in developing, maintaining and managing the automated analytics software applications that interface with various software solutions pertaining to the data accumulation and verification process/program for the Services Management Division reporting and metric development. Resolution of complex issues as business lead in obtaining, generating and capturing data to support the Services Management Divisions data analytics. Decisions have an impact on CSB staff in each division.

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

Decisions which result in a major policy change.

Decisions which impact all bureau personnel.

Decisions which have a major budgetary impact.

Represent the Services Management Division in cross-functional user forums.

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.

Generally, desk or desktop PC bound tasks. Periodic overnight travel. Occasional lifting or movement of computer-related equipment.

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?

Yes

23. What are the essential functions of this position?

Position serves as a professional specialist/expert for the planning, development and implementation of data collection and verification for the Services Management Division reportable metrics, including the quality assurance review of all business intelligence pertaining to the Services Management Division metrics or production reports. The incumbent designs, implements and maintains procedures and documentation pertaining the Services Management Division metrics and quality assurance reviews of metrics and production reports. Makes metric, production report and the Services Management Division process improvement recommendations to management and process improvement recommendations pertaining to the automated software applications that support the Collection Services Bureau (CSB). Position will provide input, guidance for the best use of technologies and analytics utilized by the CSB staff.

Acts as expert/liaison with other agencies and staff to coordinate program initiatives.

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

This is a new position

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

The Services Management Division is a Division of the Collection Services Bureau that is a centralized collection agency to collect delinquent assessed individual and business taxes administered by the Michigan Dept. of Treasury. and non-tax debts owed to State agencies, courts and public institutions. responsible for administering the Third-Party Withholding program. This position will be the specialist/expert responsible for designing, implementing and maintaining the Services Management Division metrics and quality reviews of metrics and production reports.

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:

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to recognize, gather, assemble, correlate and analyze facts; draw conclusions; define problems; and devise solutions and alternatives. The ability to research, investigate and provide evaluation of new software or hardware technologies available that could benefit the Services Management Division. The following are important: organizational ability, good communication skills, ability to make decisions, diplomacy, and flexibility. Also needed is the ability to implement and direct change, and a thorough knowledge of departmental procedures, policies, goals, etc. This position requires advanced knowledge in the area of data extrapolation, data analysis, and testing. As well as, SQL knowledge is used to analyze and disseminate data.

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

6/30/2022

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