

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

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
	LEO-LABOR AND ECON OPPORTUNITY
3.Employee Identification Number	9.Bureau (Institution, Board, or Commission)
	Unemployment Insurance
4.Civil Service Position Code Description	10.Division
Unemployment Insurance Analyst 9-P11 Trainee	Tax & Employer Services
5.Working Title (What the agency calls the position)	11.Section
Unemployment Insurance Analyst 9-P11 Trainee	Employer Customer Services (ECS)
6.Name and Position Code Description of Direct Supervisor	12.Unit
Janeen Taylor Departmental Manager 13	Office of Employer Ombudsman (OEO)
7.Name and Position Code Description of Second Level Supervisor	13.Work Location (City and Address)/Hours of Work
Shelly Khan State Administrative Manager 15	Cadillac Place 3024 W. Grand Blvd, Suite 12-400 Detroit, MI 48202 8:00am – 5:00pm
14. General Summary of Function/Purpose of Position	

This position serves State of Michigan employers relating to unemployment insurance tax. The position will be responsible for analyzing and evaluating unemployment insurance tax operations queried by employers and UI staff regarding employer accounts. This position provides technical assistance to employers, agency staff, governmental agencies, and the public by responding to web notices, telephone inquiries and interactive internet chat. The position conducts a complete and thorough investigation or review of the account as it relates to all areas of UI, Tax Status, Tax Maintenance, Collections and Employer Benefit inquiries. This position will troubleshoot employer inquiries in establishing and accessing the Unemployment Insurance Michigan Web Account Manager (MiWAM).

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.

General Summary of Duty 1- 70% of Time

This position will serve internal and external customers within the Office of Employer Ombudsman. The position will review, research, and resolve employer tax and benefit issues by providing detailed responses in writing and by telephone for web-based and telephone inquiries.

Individual tasks related to the duty.

- Investigate, research, analyze and respond to assigned inquiries
- Review financial records, assist in registration of new accounts, sale and discontinuance of business, protests and appeals determinations as requested by employer
- Review and assess tax rates; verify payments
- Provide Michigan Web Account Manager (MiWAM) support to employers
- Troubleshoot employer inquiries in establishing and accessing the Unemployment Insurance Michigan Web Account Manager
 - Journal findings and outcomes in MiDAS
 - Provide detailed explanation of actions taken on the account to employers
 - Review redetermination of charges for employers
 - Review reconsiderations after receipt of additional information

General Summary of Duty 2- 20% of Time

This position will be responsible for reviewing statistical data to determine trends and conducting research and analysis on problematic internal/external accounts to identify resolution.

Individual tasks related to the duty.

- Recommended state and departmental strategies to resolve internal/external customer issues
- Review policies and procedures and participate in formal and informal trainings to maintain current knowledge.

General Summary of Duty 3 - 10% of Time

Other duties as necessary

Individual tasks related to the duty.

- Attend staff meetings and informational seminars related to Tax Status, Tax Maintenance, Field Audit, Collections, Work Share, and employer benefits units
- Conduct employer trainings and/or seminars
- Conduct analysis of detailed accounts while working collaboratively with other UI staff to resolve account issues
 - Answering telephones, responding to emails and web notices
 - Providing assistance to employers inquiring about accounts regarding collections, employer benefits, tax status and tax maintenance
 - Providing excellent customer services and researching general questions regarding employer accounts.

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

Resolve employer and internal customer problems using the MES Act and other regulations and policies. Coordinate problem resolution as a Subject Matter Expert with other specialty tax areas

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

Resolving employer or internal customers issue that is not clearly delineated in the MES Act. Inquiries that involve legislature or media. These proposed actions should be considered high priority accounts and should be discussed with Manager and Division Administrator prior to proceeding.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

General office setting and prolonged use of computers.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Complete and sign service ratings.
 Provide formal written counseling.
 Approve leave requests.
 Approve time and attendance.
 Orally reprimand.

Assign work.
 Approve work.
 Review work.
 Provide guidance on work methods.
 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?

The position serves State of Michigan employers relating to unemployment insurance tax. The position will be responsible for analyzing and evaluating unemployment insurance tax operations queried by UI staff and employers regarding their individual accounts.

The position provides technical assistance to employers, agency staff, governmental agencies and the public by conducting an investigation or review of the account as it relates to all areas of UI; Tax Status, Tax Maintenance, Collections, employer benefit inquiries and MiWAM Support.

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

This position is developed as an all-around position to enhance the services rendered to employers and UI internal customers. The UI Analyst will work in all areas of UI and not a subject matter expert for specific sections/units in UI.

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

The work area handles specialized issues pertaining to employer accounts regarding employer tax, wages, protests, and determinations. This position assists the area in troubleshooting issues and problem-solving employer inquiries.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Bachelor's Degree in any major.

EXPERIENCE:

Unemployment Insurance Analyst 9

No specific type or amount is required.

Unemployment Insurance Analyst 10

One year of professional experience involving the evaluation, planning and implementation of unemployment insurance programs equivalent to an Unemployment Insurance Analyst 9.

Unemployment Insurance Analyst P11

Two years of professional experience involving the evaluation, planning and implementation of unemployment insurance programs equivalent to an Unemployment Insurance Analyst, including one-year

equivalent to an Unemployment Insurance Analyst 10. Unemployment Insurance Analyst 9

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles and methods of research, and statistical analysis

Knowledge of the principles and methods of customer service

Ability to organize and present information effectively

Ability to communicate effectively

Ability to prioritize and complete tasks

Ability to maintain favorable public relations

Ability to use effective decision-making techniques

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.