

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

Position Code 1. OFFCSPV2A48N

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 SERVICES BUREAU
4. Civil Service Position Code Description OFFICE SUPERVISOR-2	10. Division Information Processing Division
5. Working Title (What the agency calls the position)	11. Section
6. Name and Position Code Description of Direct Supervisor BAUMAN, JEANNINE; DEPARTMENTAL MANAGER-3	12. Unit Customer Information Services Unit (CISU)
7. Name and Position Code Description of Second Level Supervisor SCHAUB, STEVEN H; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work OPS CENTER, 7285 PARSONS DRIVE, DIMONDALE / MONDAY-FRIDAY; 8 A.M. – 5 P.M.

14. General Summary of Function/Purpose of Position

This employee supervises the Collection Information Services Unit (CISU) within the Collections Services Bureau (CSB) and is responsible for hiring, training, and supervising staff within this unit as well as prioritizing, coordinating, and monitoring activities of the unit. Activities of the unit include call center, monitoring of various work item queues including review for legal actions, installment agreement, and other various types of account maintenance. This position is responsible for monitoring taxpayer communication volumes such as calls and emails, assigning work tasks, maintaining employee quality assurance and making recommendations for changes to business practices based upon observations of the work performed within the unit. This position obtains and analyzes statistical reports and works closely with the Program Support Unit to maintain collection standards. The CISU unit is located in the Central Office of the Collections Services Bureau. The purpose of the Collections Services Bureau is to collect unpaid tax or state agency referred liabilities.

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: 25

Direct supervision of Collection Information call center. Supervision of duties associated with installment agreement monitoring, incoming correspondence, and maintenance of accounts.

Individual tasks related to the duty:

- Schedules staff work hours and assigns work.
- Approves leave usage.
- Trains and oversees training of employees.
- Evaluates employee performance to assure quality standards are met.
- Monitors and measures call performance. Outlines, assigns and coordinates performance tasks.
- Selects and assigns staff.
- Conducts staff meetings.
- Reviews employee work assignments.
- Answers questions on complex tax or state agency issues. Conducts disciplinary actions.

Duty 2

General Summary:

Percentage: 25

Initiates verbal or written responses to nonstandard collection issues to taxpayer, designated representative or legislative/executive requests. Handles expedited or irate taxpayer/debtor telephone calls. Approve installment agreements, penalty waivers, levy releases, select correspondence issued by staff, and currently not collectible or write off of subordinate requests. Responds to nonstandard disclosure questions.

Individual tasks related to the duty:

- Approves penalty waiver within existing Treasury policy and procedures.
- Approves Installment Agreement.
- Communicates verbally and in writing with the taxpayer or designated representative.
- Implements corrective action or adjustment of assessment or pre-intent process for more complex issues.
- Researches account errors to determine origin of problem.
- Researches Tax Acts, Revenue Administrative Bulletins, Treasury policy and procedure to compose correspondence related to complex collection correspondence or practices.
- Communicates with other Treasury Divisions, State Agencies or Private Collection agencies in problem resolution of accounts.
- Documents and triages potentially dangerous taxpayers.

Duty 3**General Summary:****Percentage: 30**

Recommends enhancements to existing work procedures. Creates new job outlines, procedures, flow charts that outline unit duties and creates measures for quality of unit work produced. Recommends and processes telephone script changes of existing complex structure to management and coordinates changes with the CSB Systems team. Creates and/or recommends telephone statistical reports to ensure quality standards can be measured and maintained. Works closely with the Program Support Unit to assure measurements and quality of unit are maintained. Counsels staff with performance results and maintains consistent follow-up review. Creates training materials and implements new techniques with own unit and disseminates information to other affected units when necessary.

Individual tasks related to the duty:

- Creates new job outlines/procedures to meet the needs of the unit.
- Creates and measures the quality of work produced within the unit.
- Recommends and serves as Subject Matter Expert (SME) for new phone scripts.
- Coordinates changes with other agencies.
- Creates, recommends, analyzes statistical production reports to recommend changes and recognize trends.
- Interacts both verbally and in writing with other state agencies and other Treasury Divisions.
- Utilizes quality assurance data to improve staff efficiency, track performance, and recognize training needs.
- Analyzes backlog and production reports related to unit job duties to recognize priorities and implement changes.
- Utilizes quality assurance data to improve staff efficiency, track performance, and recognize training needs.

Duty 4**General Summary:****Percentage: 20**

Acts as liaison with other Treasury divisions, state agencies, and the private collection agency in a problem-solving capacity. Explains collection practices in priority expedited circumstances. Assures all customers receive service, which is courteous, helpful, and meets the time deadlines required in certain cases. Provides feedback to others within the organization. Attends informal conferences or tax tribunal hearings as department representative in collection matters. Other duties as assigned.

Individual tasks related to the duty:

- Communicates verbally and in writing with other Treasury Divisions or Private Collection Agencies.
- Schedules and facilitates meetings related to problem resolution of collection issues impacting other areas.
- Creates and analyze reports to track business case problems affecting other tax divisions.
- Participates on special projects to support the Bureau and 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.

Decisions related to appropriate disclosure within Treasury guidelines. Decisions related to penalty waiver, installment agreement and adjustment approval within Treasury prescribed guidelines.

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

More complex decisions related to non-standard documentation associated with disclosure, or tax law associated with collection practices. Penalty waivers, installment agreements and write-offs that require next level of approval based upon prescribed dollar value. Non-standard disciplinary action of staff.

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.

Lifting of record center boxes of up to 20lbs, extensive time on PC when approvals are done. High call volume may create circumstances where calls are expedited to supervisor. Management of multiple tasks and staff.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
VACANT	TREASURY CUST SRV REP-A	VACANT	TREASURY CUST SRV REP-A
VACANT	TREASURY CUST SRV REP-A	HINTON, SAKEDRA	TREASURY CUST SRV REP-E E8
MERRILL, HANNAH B	TREASURY CUST SRV REP-E E8	FAGGION, TARA K	TREASURY CUST SRV REP-E E8
ANDERSON, BRANDON R	TREASURY CUST SRV REP-E 6	ALDRICH, LAUREN R	TREASURY CUST SRV REP-E 6
DEAR, TASHYLA A	TREASURY CUST SRV REP-E 6	MC GEE, LEMMIE D	TREASURY CUST SRV REP-E E8
Additional Subordinates			

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

☒ Complete and sign service ratings.	☒ Assign work.
☒ Provide formal written counseling.	☒ Approve work.
☒ Approve leave requests.	☒ Review work.
☒ Approve time and attendance.	☒ Provide guidance on work methods.
☒ Orally reprimand.	☒ 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?

To supervise a call center staff, work with quality assurance /training staff to maintain high standard of quality and manage multiple tasks associated with account maintenance, incoming mail, returned mail

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

The essential duties have not changed since the last review. There are minor changes to naming conventions and general verbiage due to software conversion.

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

The Bureau is responsible for the collection of tax and state agency debts. CISU is located in Collection Central Office and the primary functions of the unit are to answer incoming calls and process incoming correspondence, monitor installment agreements and request enforcement action, when necessary, based upon prescribed Treasury guidelines.

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

EDUCATION:

High School Diploma or GED

EXPERIENCE:

Four years of office experience involving administrative support office practices, including two years of experience equivalent in responsibility to an experienced grade administrative support worker in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of supervisory techniques

Knowledge of communications and public relations techniques.

Ability to communicate effectively

Ability to maintain records, prepare reports, and compose correspondence related to the work.

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

Appointing Authority

9/17/2024

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