

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

Position Code

1. DPTLTCHEC56R

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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Unemployment Insurance Agency
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Tax & Employer Services
5. Working Title (What the agency calls the position) Departmental Technician 7-E9	11. Section Tax Office
6. Name and Position Code Description of Direct Supervisor ASHANTI FRAZIER; DEPARTMENTAL SUPERVISOR-3	12. Unit WOTC
7. Name and Position Code Description of Second Level Supervisor SHELLY KHAN; STATE ADMINISTRATIVE MANAGER-15	13. Work Location (City and Address)/Hours of Work 3024 W. Grand Blvd., Suite 12-400, Detroit, MI 48202 / 8am to - 5pm, Monday-Friday

14. General Summary of Function/Purpose of Position

Review applications submitted by employers and stakeholders for the Work Opportunity Tax Credit (WOTC) Program. Gather documentation related to target group membership. Make determinations based on the ETA Handbook, No 408, Third Edition, November 2002, and subsequent updates issued by the US Department of Labor (US DOL), Employment and Training Administration (ETA) and the Operating Procedures of the WOTC Unit. Data enter applicant, employer, target group and determination information into the computer. Issue determinations to the employers. Meet set production and error standards for the number of applications completed monthly. Provide information to employers, job seekers, branch offices and other governmental agencies.

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: 30

Review applications in order to make accurate determination for either certification or denial.

Individual tasks related to the duty:

- Review the forms and documentation submitted by the employer and/or WOTC stakeholders.
- Use the WOTC Unit's operating procedures, federal program criteria and personal program experience and knowledge to make the correct determination and redetermination, based on current Training and Employment Guidance Letter (TEGL) guidelines.

Duty 2

General Summary:

Percentage: 30

Review or enter required data into system to issue determinations in an accurate and timely manner, so as to meet minimum production and error standards established for this position. Make necessary determinations once the verification process is complete.

Duty 3

General Summary:

Percentage: 30

Complete tasks associated with WOTC workflow when assigned, including POA correspondence, Error Correspondence, and supporting documentation queues per the WOTC workflow operating procedures. All assigned mail queues are to be reviewed and emptied within 48 hours of receipt.

Individual tasks related to the duty:

- Use program knowledge to review program forms that are imaged and viewed online in system.
- Review the application forms in the assigned mail queue for timeliness and any issues related to completion of the application, data enter the record, make annotations on the records if needed for further verification of target groups and archive the work item.
- Complete review and empty assigned Work queue(s) within 48 hours of receipt.

Duty 4

General Summary:

Percentage: 5

Work special duties when assigned.

Individual tasks related to the duty:

- Correct data entry errors discovered in the system after review with supervisors, work request from employers, compile and communicate special verification requests to other agencies, handle out-going mail or any other duties as required.
- Other duties as assigned.

Duty 5

General Summary:

Percentage: 5

Communicate and provide information to employers, applicants, other state or federal agencies and any other interested parties regarding the Work Opportunity Tax Credit Program.

Individual tasks related to the duty:

- Answer phone, fax, e-mail requests for information on the WOTC regulations and procedures from employers, their agents, other state and federal agencies, etc.
- Provide information to employers and their representatives regarding current status of applications that have been submitted.
- Respond to complaints from the above sources in a courteous and professional manner.
- Responses to information requests and complaints may be verbal, in written correspondence or deferred to superiors if complaint or request is complex.

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

The requesting employer and the job seekers he/she intends to employ as well as the tax liability of that employer are affected by the decisions made by the incumbent in this position. If the program is effectively managed, the federal funds

used to support the individuals being hired will be positively reduced; thereby reducing the cost of administering these federally funded programs in Michigan.

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

Cases, in which the applicant could fit into more than one targeted group, unresolved complaints and appeals could require the supervisor's review.

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.

This position requires prolonged sitting, in performance of the duties of reading, and attendance to a computer screen and keyboard. Environmental conditions, which the incumbent would be exposed to, would be those associated with odors and fumes from copiers and fax machines and light from computer monitors. Intensity from fumes and odors would be negligible. Light from computer monitors would be about 90% of the time spent on the job.

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?

Review applications for the Work Opportunity Tax Credit Program from employers. Make determinations based on eligibility by target group specifications under federal law. Data-enter applicant and employer information as received on standard forms. Issue determinations for tax credits to employers. Provide information to employers, applicants and branch offices regarding the Work Opportunity and Welfare-to-Work Tax Credit programs by phone and written correspondence.

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

.

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

This work area is responsible for administering the WOTC program in Michigan. This position is critical to the functioning of the unit. The incumbent would perform the primary functions in the processing of certification requests and the issuance of the determinations to the employers claiming the tax credits. The incumbent is also responsible for the dissemination of information to internal and external customers of the program.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the techniques of using reference material and organizing data for decision-making.

Knowledge of techniques of obtaining information

Ability to use a laptop computer.

Ability to communicate effectively.

Ability to maintain favorable public relations.

With experienced levels 8/9, has knowledge of employer organizations, workflow, forms, and procedures.

With experienced levels 8/9, has ability to interpret and apply complex laws, rules, and regulations.

With experienced levels 8/9, has ability to analyze data and operations and make recommendations for changes.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None.

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.

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