

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 (CSB)
4. Civil Service Position Code Description State Administrative Manager-1	10. Division Services Management Division
5. Working Title (What the agency calls the position) State Administrative Manager	11. Section Field Services
6. Name and Position Code Description of Direct Supervisor VACANT; STATE DIVISION ADMINISTRATOR	12. Unit Field Services
7. Name and Position Code Description of Second Level Supervisor MATTHEW CLARK; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale, MI/ M-F, 8:00 a.m. to 5:00 p.m.
14. General Summary of Function/Purpose of Position <p>This position serves as the Field Services Administrator and provides support for the improvement of collecting delinquent tax and non-tax debts. This position plans, organizes, and leads team activities to ensure the uniformity, mission, and accuracy of collection programs, including the following units: Western Region, Southeast Region, and Revenue Officers.</p> <p>This position supervises and oversees performance of personnel, provides guidance, employee training, program reporting, and solves problems. This position promotes and maintains an environment conducive to continuous improvement, high performance, employee engagement, communication, and teamwork. In addition, this position works closely with bureau management to evaluate and formulate long-range plans and goals for the bureau.</p>	

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: 50

Plans, organizes, and leads daily activities of the section. Monitor the activities of the managers and their subordinates to ensure timely and effective support for collection actions and adherence with policies, procedures, and guidelines.

Individual tasks related to the duty:

- Plans, organizes, and leads activities and strategies through subordinate managers.
- Evaluates and resolves issues, training needs, technical issues, and other support activities through subordinate managers.
- Defines work objectives and sets priorities for the team.
- Formulates policies, procedures, and guidelines.
- Ensure that established policies are consistently applied.
- Communicate effectively - verbally and in writing with department staff, outside agencies, and taxpayers and representatives.
- Provide oversight, consultation, and problem resolution of complex matters, escalated issues, and debtor complaints.
- Oversee the preparation of documentation and reports detailing debt collection activities of the section.
- Identify process and improvements and make recommendations to the Administrator.
- Lead special projects.
- Timely inform Administrator of sensitive issues, complaints, potential employee integrity or performance concerns, loss/left of records or monies, etc.
- Conduct and attend meetings as necessary.

Duty 2

General Summary:

Percentage: 30

Provide direction and supervision to staff under employee's responsibility. Select and assign staff assuring equal employment opportunity in hiring and promotions. Identify staff development and training needs. Ensure that proper labor relations and conditions of employment are maintained. Conduct staff meeting to discuss operating problems, organization, personnel matters, technical problems, and the status of programs and projects. Ensure internal controls are maintained and monitored.

Individual tasks related to the duty:

- Select and assign staff.
- Ensure equal employment in hiring and promotion.
- Monitor performance reporting and take appropriate action to maximize effectiveness and efficiency of resources through subordinate managers.
- Monitor work standards and ensure they are met by all staff.
- Assign, coordinate, and monitor day-to-day activities (enforcement actions, seizures, etc.), including setting priorities and goals.
- Ensure performance evaluations, including counseling or disciplinary actions are completed timely.
- Oversee and conduct staff development, including coaching/mentoring and provide adequate training opportunities.
- Perform routine managerial and supervisory functions, including approval of leave, coordination or vacations, and scheduling of overtime.
- Oversee training and supervision of staff in all job-related functions.
- Maintain two-way communication with staff through regular staff meetings and other methods.

Duty 3

General Summary:

Percentage: 15

Actively participate as a member of Collection Services Bureau management team to develop long-range plans and goals. Support Treasury's overall goals, strategic planning, best operated projects, and employee engagement projects.

Individual tasks related to the duty:

- Analyze the impact of the employees' responsibilities in the overall collection process and make recommendations for efficiencies and enhancements.
- Confer with management team on matters related to the collection program.
- Conduct special studies and projects as assigned.
- Make recommendations regarding administrative and system changes.
- Attend and actively participate in meetings as necessary.

· Assist in the development and implementation of new approaches in the collection process, goals, strategic plan, and employee engagement projects

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

. 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.

Approval of liens, levies, and installment agreements within pre-set dollar levels. Independently make decisions regarding problem resolution of accounts and complaints.

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

Decisions resulting in a major policy change or have a major budgetary impact. New or revised policies and procedures. Approval to fill vacancies, transfer staff or alter office hours. Advise the Administrator of personnel actions/problems.

Timely inform Administrator of sensitive issues. Immediately report possible office closings and circumstances to the Administrator.

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.

Extensive travel, overnight stays and/or extended work hours may be required. Work requires extensive use of a personnel computer. High level of urgency. Occasional requirement to meet short deadlines. Duties required during the seizure execution include and are not limited to documentation of the seized assets, packing assets into boxes, removing items from walls using cordless drill, screwdriver, etc. (such as mirrors, pictures, memorabilia), lifting of boxes and assets not exceeding 25 pounds.

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 checked="" type="checkbox"/> | Complete and sign service ratings. | <input checked="" type="checkbox"/> | Assign work. |
| <input checked="" type="checkbox"/> | Provide formal written counseling. | <input checked="" type="checkbox"/> | Approve work. |

y	Approve leave requests.	y	Review work.
y	Approve time and attendance.	y	Provide guidance on work methods.
y	Orally reprimand.	y	Train employees in the work.

122. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

123. What are the essential functions of this position?

This position serves as the Field Services Administrator and provides support for the improvement of collecting delinquent tax and non-tax debts. This position plans, organizes, and leads team activities to ensure the uniformity, mission, and accuracy of collection programs, including the following units: Western Region, Southeast Region, and Revenue Officers.

This position supervises and oversees performance of personnel, provides guidance, employee training, program reporting, and solves problems. This position promotes and maintains an environment conducive to continuous improvement, high performance, employee engagement, communication, and teamwork. In addition, this position works closely with bureau management to evaluate and formulate long-range plans and goals for the bureau.

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

None

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

The Collection Services Bureau is responsible for the collection of delinquent tax and state agency debts. This position serves as the Field Services Administrator and provides support for the Field Services section activities to ensure the uniformity, mission, and accuracy of collection programs, including the following units: Western Region, Southeast Region, and Revenue Officers.

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:

State Administrative Manager 15

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

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.
- Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved.
- Ability to instruct, direct, and evaluate employees.

- Extensive knowledge of training principles and supervisory techniques.
 - Knowledge of state and federal laws related to tax administration and collection practices.
 - Ability to interpret laws, rules, and regulations relative to the work.
 - Demonstrated ability to conduct research, compile and analyze information, and prepare written reports and documentation.
 - Ability to communicate effectively through both written and verbal communication.
 - Ability to establish and maintain effective relationships.
- Ability to plan, direct, and coordinate work projects that are complex in nature and work within a team environment.

**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.

N/A.

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

KELLY FOREN

10/6/2023

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