

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

Position Code 1. SENEXDEP

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) Revenue Services
4. Civil Service Position Code Description Senior Executive Asst Dpty Dir	10. Division
5. Working Title (What the agency calls the position) Senior Executive Assistant Deputy Director	11. Section
6. Name and Position Code Description of Direct Supervisor KALE, KAVITA; SENIOR DEPUTY DIRECTOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor WILKINSON, LANCE; SENIOR CHIEF DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale MI / M-F 8:00am to 5:00p.m.

14. General Summary of Function/Purpose of Position

This position advises and assists the Deputy Treasurer of Revenue Services (RS) in all areas of responsibility by participating in the formulation and implementation of policies and programs critical to Treasury. This includes tracking projects and programs across RS, proactively reviewing progress and risks to assess the effectiveness of operations and timely achievement of strategic goals. This position also leads efforts to strengthen employee engagement and workplace culture and serves as an expert on vendor contract compliance across the RS business area. In this role, the Senior Executive Assistant Deputy Director must leverage strong interpersonal skills - written and verbal - to bring together people and programs, build the organizational health of RS, advance the initiatives set forth by RS and enable the success of the RS leadership team.

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

Lead efforts to strengthen employee engagement and workplace culture.

Individual tasks related to the duty:

- Serve as a subject matter expert and liaison with Human Resources on complex issues, such as organizational structure, selection, performance management and labor relations.
- Advise staff on sensitive or precedent-setting matters and provide trusted guidance to Treasury leadership.
- Support RS leaders with communication strategies and promote inclusive leadership practices.
- Assess organizational health initiatives and recommend improvements to foster a productive, engaged workforce.
- Lead and support strategic goals related to employee engagement and inclusion, identifying barriers, tracking metrics and advising on trends.
- Collaborate with Bureau leads and Executive Office partners, including Change Management, Continuous Improvement, Training, and Equity and Inclusion, to ensure consistent and effective engagement efforts across RS.
- Participate in the development of strategic goals related to employee engagement and inclusion that align with RS and the Department strategic plans. Provide leadership with best practices and support to effectively achieve such goals.
- Identify and address barriers to engagement and inclusion

Duty 2

General Summary:

Percentage: 30

Project and program management across RS.

Individual tasks related to the duty:

- Responsible for policy, planning, and operational support that includes tracking, monitoring, and evaluation of strategic plans, business continuity plans and various other projects and programs.
- Monitor projects and programs associated with budgets, resources and reporting.
- Oversight of progress being made on multiple projects and programs by engaging project leads and key stakeholders ensuring all are working timely towards fulfilling strategic objectives. Keep Deputy Treasurer informed of potential risks and recommend mitigation strategies.
- Partner with RS leadership, collaborating daily with the Deputy Treasurer and the Executive Secretary on both long- and short-term RS operations.
- Provide support on sensitive issues such as taxpayer complaints, potentially dangerous taxpayer issues, executive management referrals, potential employee integrity or performance concerns, etc.
- Engage with the Executive Office as needed for resources and assistance related to effective and improved RS operations. This may include change management, lean process improvements, technology, communications and more.

Duty 3

General Summary:

Percentage: 25

Vendor contract compliance and effectiveness.

Individual tasks related to the duty:

- Manage and monitor vendor contracts used across the RS business area.
- Provide oversight to ensure all contractual commitments are met.
- Develop program compliance measures utilizing customer call data and production reports to ensure alignment with long-term strategic plan for Treasury department.
- Collect and analyze data related to program quality, production, staffing, and more to identify trends and make recommendations to leadership on proper staffing and other operational matters.
- Establish program standards and implement procedures to effectively identify, prevent and address noncompliance.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Represent the Deputy Treasurer at meetings and events as assigned.
- Assist in developing agendas and compiling relevant materials for meetings.
- Conduct follow-up on issues raised at meetings.
- Provide support and coordination for emergent issues and concerns related to the RS work area.
- 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.

Daily priority setting to complete work assignments within established timeframes, escalation processes and routine communication inquiries.

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

Recommendations on policy and people matters and communications around sensitive issues.

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.

Travel, overnight stays and/or extended work hours may be required. Attend and/or participate in conferences and seminars. Meeting urgent deadlines and resolution of complex issues or problems may result in stressful situations. Work requires extensive use of a personal computer. Work performed in a typical office environment.

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):

- | | |
|---|--|
| ☐ 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?

This position advises and assists the Deputy Treasurer of Revenue Services (RS) in all areas of responsibility, by participating in the formulation and implementation of policies and programs critical to Treasury. This includes tracking projects and programs across RS, proactively reviewing progress and risks to assess the effectiveness of operations and timely achievement of strategic goals. This position also leads efforts to strengthen employee engagement and workplace culture and is the sole expert on vendor contract compliance across the RS business area.

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

NEW

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

The Deputy Treasurer of Revenue Services is responsible for executive oversight and direction of four bureaus: City Income Tax Bureau, Collection Services Bureau, Tax Administration Services Bureau and Tax Compliance Bureau. This position primarily provides executive support to the Deputy Treasurer in alignment with the overall mission of RS and Treasury.

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:

Senior Executive Assistant (Deputy Director) 15, Senior Executive Assistant (Director) 16

Two years of professional, P11-level experience or one year of professional 12-level experience as a senior-level worker, a manager, or a staff/program specialist (includes administrative assistant) or equivalent.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the Revenue Services mission.
- Knowledge of departmental policies and procedures.
- Knowledge of Treasury organization and program functions.
- Ability to maintain a high degree of confidentiality.
- Ability to make sensitive presentations at meetings and workshops.
- Ability to make decisions and act where precedents may not be established.
- Ability to review several diverse reference sources and synthesize data to create reports or other forms of correspondence.
- Ability to hold staff accountable without the need for direct management responsibility.
- Ability to recognize a need for escalation and recognition of escalation paths.
- Ability to follow and interpret complex instructions.
- Ability to apply instructions and guidelines in the disposition of problems.
- Ability to create presentations, charts, graphs and spreadsheets.
- Ability to maintain composure during stressful situations.
- Ability to efficiently handle multiple tasks requiring a high degree of attention to detail.

CERTIFICATES, LICENSES, REGISTRATIONS:

This position has a FTINPRINT sub-class code. The sub-class code indicates 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

11/3/2025

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