

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STDDADM1L32N

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) City Income Tax Bureau
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Customer Service and Processing Division
5. Working Title (What the agency calls the position) State Administrative Manager 15	11. Section
6. Name and Position Code Description of Direct Supervisor BURTON, LAWRENCE; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor CRAM, ANNE; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 PARSONS RD, DIMONDALE, EATON, MI 48821 Monday - Friday, 8:00 AM to 5:00 PM

14. General Summary of Function/Purpose of Position

This position manages the City Income Tax customer contact and return processing operations, ensuring the timely, accurate, and efficient handling of taxpayer inquiries and the processing of city income tax returns. The role oversees contact center activities, operational performance metrics, and the overall production environment supporting customer service and processing functions.

The position provides leadership and supervision for staff responsible for customer contact and processing activities and performs a range of managerial and administrative duties, including performance management, employee development and training, and program reporting and evaluation. The incumbent fosters a work environment that supports continuous quality improvement, collaboration, and employee engagement.

In addition, this position works closely with Compliance and Collections Division leadership to support strategic planning efforts and to develop long-range operational goals that enhance service delivery, compliance, and overall program effectiveness.

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

Coordinate, direct and control the work activities related to all functions within the work area. Assign work based on predetermined priorities, manage backlogs, and develop statistical models to accurately reflect performance as it relates to the processing of taxpayer returns and handling taxpayer contacts by phone, mail and electronic channels.

Individual tasks related to the duty:

- Assigns and coordinates the tasks of the work area, assigning work based on predetermined priorities, managing backlogs and developing statistical models to accurately reflect performance of the unit.
- Coordinates and directs the timely and accurate processing of returns.
- Meets service level agreements for call handling time frames.
- Develops performance measures to gauge accuracy of work performed by staff.
- Meets and confers with the Division Administrator regarding staffing, reorganizing, budget and workload issues.
- Work in collaboration with Quality Assurance (QA) unit on monthly evaluation of staff performance utilizing reports and feedback models to improve individual performance and or celebrate performance success.
- Oversees the processing, review and approval of all CITB returns, including approval of refunds and penalty waivers.
- Works in collaboration with the Training and QA section to review and approve content of tax forms and the development of processes, procedures and policies.
- Acts as liaison to other divisions and bureaus and external customers.
- Reviews impact of new technologies on the workplace and possible efficiencies in processes.
- Analyzes the impact of legislation on procedures affecting work area.
- Meets and confers with other management staff to identify common problems/solutions and insures proper coordination of interrelated activities.

Duty 2

General Summary:

Percentage: 25

Assist with planning, organizing and directing strategic plans for the Division.

Individual tasks related to the duty:

- Meets and confers with the Division Administrator regarding staffing, reorganizing, team performance and workload issues.
- Reviews impact of new technologies on the workplace and possible efficiencies in delivering operational excellence.
- Takes advantage of training and education opportunities that enhance process improvement and operational excellence initiatives.
- Identifies staff training opportunities and promotes teamwork, diversity and an open exchange of ideas, thoughts and process improvements.

Duty 3

General Summary:

Percentage: 20

Oversee staff selection, evaluation and development and maintains knowledge of various tax statutes related to the work area.

Individual tasks related to the duty:

- Oversees staff selection, evaluation and development of the section's employees.
- Selects and assigns staff, ensuring equal employment opportunity in hiring and promotions.
- Identifies staff development needs and ensures that training is obtained.
- Ensures that proper labor relations and conditions of employment are maintained.
- Modify processing procedures to implement changes resulting from federal, state and local legislation.
- Develop communication channels to insure staff is up-to-date on legal decisions.
- Meets with other Bureaus to discuss and develop processes necessary to implement legislative changes within the section.
- Ensure staff is trained on latest legislation and policy development.
- Meets with officials of other agencies, professional groups and taxpayers on matters relevant to City Income Taxes.
- Analyzes the impact of federal, state and local legislations on processing; and makes presentations whenever necessary.
- Identifies staff training opportunities.

Duty 4

General Summary:

Percentage: 5

Performs other duties as may be assigned by the Division Administrator.

Individual tasks related to the duty:

- Attends meetings and represents the Division Administrator as appropriate.
- Assists with planning, organizing and directing strategic plans.

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

Decisions made independently include:

- Setting work priorities affecting staff and taxpayers.
- Modifying individual tax forms and instructions affecting taxpayers.
- Identifying areas of taxation which require clarification.
- Modifying computer programs used in the processing of tax returns.

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

Those that would result in a major policy change, failure to reach goals and objectives, or have a major budgetary impact. Need for staff overtime to deal with backlogs. Decisions impacting budget or head count.

Informs Division Administrator on a timely basis of any 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.

The individual must sit at a desk for significant periods of time with extensive work at a computer terminal and telephone. This position requires contact with belligerent, highly emotional and sometimes hostile taxpayers. This employee will sometimes be asked to meet short deadlines.

On occasion the employee will be required to speak/present to various groups within and outside of State government and may have to stand for long periods.

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>
POHL, KELLY L	DEPARTMENTAL ANALYST-A 12	STOLLSTEIMER, RICCI L	DEPARTMENTAL ANALYST-E P11
RAMBO, DEVON L	DEPARTMENTAL SUPERVISOR-3 12	THOCKER, TERESA M	DEPARTMENTAL TECHNICIAN-A 10
VACANT	DEPARTMENTAL TECHNICIAN-A		

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. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" 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?

The position serves as a State Administrative Manager and may assume the responsibilities of the administrator in his/her absence. Functions include assisting with the development and implementation of policies, procedures and formulation of short and long-range plans. Also coordinates divisional activities with specific oversight responsibility for the City Income Tax Bureau activities for the Division. Includes all requirements listed in Section 18 of this position description.

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

The existing PD for this position was from 2014-12 years old. Since that time the work area has gone through several changes including the establishment of the Bureau. The role remains largely similar, but a PD update is required to reflect these changes to the organizational structure.

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

This position manages the City Income Tax customer contact and return processing operations, ensuring the timely, accurate, and efficient handling of taxpayer inquiries and the processing of city income tax returns. The role oversees contact center activities, operational performance metrics, and the overall production environment supporting customer service and processing functions. The position provides leadership and supervision for staff responsible for customer contact and processing activities and performs a range of managerial and administrative duties, including performance management, employee development and training, and program reporting and evaluation. The incumbent fosters a work environment that supports continuous quality improvement, collaboration, and employee engagement.

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:

Proven skills in leading successful teams. Proven experience in a dynamic customer contact environment. Computer software and system application knowledge is desirable. Experience in tax administration and in dealing with the public is essential. Strong organizational skills. Must have the ability to analyze and interpret data for decision support. Effective communication skills both written and oral.

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.

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