

**State of Michigan
Civil Service Commission**

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

Position Code

1. STDDADM1O33N

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) Tax Administration Services Bureau
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Individual Income Tax
5. Working Title (What the agency calls the position) State Administrative Manager 15	11. Section
6. Name and Position Code Description of Direct Supervisor BONDS, KEVIN G; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor LITTERINI, KATINA M; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale, MI 8 a.m. – 5 p.m. (varies); Monday – Friday

14. General Summary of Function/Purpose of Position

This position serves as the State Administrative Manager of the Specialized Processing and Compliance Section and provides administrative support for the continuous improvement of Tax Administration programs and functions. This position plans, organizes, and leads team activities to ensure customer service and performance goals are met.

This position supervises and oversees performance of personnel, provides guidance, employee training, program reporting, and solves problems, both technical and administrative. 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.

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: 35

Plans, organizes, and leads daily activities of the section. Assigns work based on predetermined priorities, backlog management, and develops statistical models to accurately reflect performance of the specialized processing and compliance section of the Individual Income Tax Division.

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.
- Participate via the FTA with Suspicious Filer Exchange group.
- Engage in IRS Security Summit conference calls, meetings, and initiatives.
- Ensure that establish policies are consistently applied.
- Communicate effectively both verbally and in writing with department staff, other departments, outside agencies, and taxpayers and their representatives.
- Provide oversight, consultation, and problem resolution of technical matters, escalated issues related to Specialized Individualized Income Taxes such as Farmland Preservation tax credits, Home Heating Credits, Bankruptcy, and Net Operating loss returns.
- Identify process and improvements and make recommendations to the Administrator.
- Lead special projects.
- Inform Administrator on a timely basis of sensitive issues, taxpayer complaints, potential employee integrity or performance concerns, loss/theft of records or monies, etc.
- Conduct and attend meetings as necessary.

Duty 2

General Summary:

Percentage: 35

Provide direction and oversee compliance functions related to individual income tax identify theft and fraud as well as the processing of specialized individualized income taxes such as Farmland Preservation tax credits, Home Heating Credits, Bankruptcy, and Net Operating loss (NOL) returns. Activities include fraud analysis, serving as liaison to State agencies in matters pertaining to farmland preservation credits and home heating credits, working with areas across the Department on bankruptcy matters and the processing of NOL returns.

Individual tasks related to the duty:

- Provide direction to staff in daily activities.
- Oversee the preparation of documentation and reports detailing activities of the section.
- Direct and coordinate the compliance functions for individual income taxes.
- Direct and coordinate processing of specialized individual income tax returns and related processes.
- Serve as liaison to Environment, Great Lakes, and Energy (EGLE) on farmland preservation tax matters.
- Serve as liaison to Michigan Department of Health and Human Services (MDHHS) for Home Heating Credit tax matters.
- Formulate policies, procedures, and guidelines.
- Identify process and system improvements within the bureau and department to enhance strategic planning efforts.
- Communicate effectively both verbally and in writing with department staff, other departments, outside agencies, and taxpayers and their representatives.
- Timely Inform Administrator of sensitive issues, taxpayer complaints, potential employee integrity or performance concerns, loss/theft of records or monies, etc.
- Conduct and attend meetings as necessary.
- Regularly communicate with Administrator regarding operations of the section.

Duty 3

General Summary:

Percentage: 15

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 activities, 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.
- Assign tasks, develop schedules and supervisor day-to-day activities.

Duty 4

General Summary:

Percentage: 10

Actively participate as a member of Tax Administration 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 tax administration process and make recommendations for efficiencies and enhancements.
- Confer with management team on matters related to the quality assurance 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 tax administration processes.
- Assist with the development and implementation of Treasury goals, strategic plan, and employee engagement projects.

Duty 5

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.

Responsible for determining the methods used to accomplished day to day work priorities and assigned projects, thereby affecting the team either through the assistance required of simply by the outcomes of the decisions made regarding the priorities and projects. Makes independent decisions regarding the approach taken towards complex tasks and in determining alternative methods to resolve complex issues. Makes independent decisions regarding research methodologies used to compile reports and make sound recommendations to management team. Employee will also make independent decisions regarding the setting of work priorities impacting staff, staff development needs and ensuring that employee's area of responsibility achieves overall goals and objectives.

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

Decisions resulting in major policy change or have major budget impact. New or revised policies and procedures. Approval to fill vacancies, transfer staff or alter office hours. Advise Administrator of personnel actions/problems. Inform Administrator on a timely basis of 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 will work in an office setting with prolong amount of time working on a personal computer. Attend conferences, workshops, and seminars regarding new methods and technologies related to tax administration.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
	AUDITING SPECIALIST-3 14		DEPARTMENTAL MANAGER-3 14

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?

This position serves as the State Administrative Manager of Specialized Processing and Compliance Section and provides administrative support for compliance activities and the processing of Specialized Individualized Income Taxes such as Farmland Preservation tax credits, Home Heating Credits, Bankruptcy, and Net Operating loss returns. This position plans, organizes, and leads team activities to ensure customer service and performance and production goals are met.

This position supervises and oversees performance of personnel, provides guidance, employee training, program reporting, and solves problems, both technical and administrative. 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.

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

Due to income tax system modernization, this position has been moved for reorganization from the Tax Compliance Bureau to the Tax Administration Services Bureau. Only the Individual Income tax functions have moved. The Tobacco Enforcement functions remain in the Tax Compliance Bureau.

Over the past few years, the work performed by this area has evolved and expanded. In addition, the contract this position had oversight of has ended that provided identity theft assistance. This work has evolved and no longer requires a contract and can be absorbed by the area. Upon process review for continuous improvement, it was determined the work moving is best aligned with the Tax Administration Services Bureau and functions. Additionally, a few specialized processing services have been added to this section that line up with the fraud and compliance functions moving from the Tax compliance bureau with this position.

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

The Individual Income Tax Division has the primary responsibility of accurately and efficiently processing over 5 million individual income tax returns annually and related taxpayer inquiries. The function of the section is to administer the specialty taxes of the Revenue Act, and compliance functions. The function of this position is to serve as an assistant administrator. Assist in the direction of divisional programs with specific responsibility for planning, directing, organizing, and controlling processing and review of specialty taxes and compliance functions for the division.

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 supervisory techniques.
- Knowledge of state and federal laws related to tax administration.
- 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.

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