

**State of Michigan
Civil Service Commission**

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

Position Code

1. STDIVADMB11N

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 DIVISION ADMINISTRATOR	10. Division Individual Income Tax Division
5. Working Title (What the agency calls the position) Division Administrator	11. Section
6. Name and Position Code Description of Direct Supervisor LITTERINI, KATINA M; STATE BUREAU ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor KALE, KAVITA; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work Operations Center; 7285 Parsons Drive, Dimondale, MI Monday – Friday, 8:00 am – 5:00 pm

14. General Summary of Function/Purpose of Position

This position serves as the Division Administrator of the Individual Income Tax Division within the Tax Administration Services Bureau and provides professional resources in a complex work area to improve the administration of Individual Income Taxes. Under executive direction, this position develops and implements new approaches to tax administration services. This position plans, organizes, directs and controls division activities to ensure the uniformity, mission and accuracy of individual income tax programs, including the processing of tax returns adhering to all applicable State and Federal statutes, as well as oversight of all customer contact channels. This position ensures compliance and implements statistical models to mitigate fraud. The position directs, supervises and oversees performance of personnel, provides guidance and solves problems, both technical and administrative; and promotes and maintains an environment conducive to continuous improvement, high performance, communication and teamwork. This position functions as an Administrator of professional resources in a complex work area.

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: 65

Plans, organizes, and controls the Individual Income Tax and Credit processing, contact center activities including phone and e-service inquiries, and specialized processing and fraud detection to effectively administer individual income taxes and resolve accounts. Provides specific support to the bureau for Individual Income tax return administration as required by law. Monitors the activities of the managers and their subordinates to ensure timely actions and adherence with policies, procedures, standards, and guidelines. Provides long-range strategic planning for Individual Income taxes in coordination with the overall goals and objectives and other administrative functions of the Bureau.

Individual tasks related to the duty:

- Plans, organizes, directs and controls Individual Income Tax administration activities and strategies through subordinate managers; evaluates and resolves customer inquiries through subordinate managers.
- Defines work objectives and sets priorities for the Division.
- Directs and supervises the activities of the Division through subordinate supervisors to assure proper functioning of the Division.
- Formulates divisional policy, programs (current and long-range) and procedures based on information of a conceptual nature from varied and complex sources.
- Reviews, plans, and coordinate work of the Division to assure that division programs are effective and efficient with the successful end result of program goals achieved.
- Maintains favorable relationships with other Departments that partner in the administration of individual income tax functions related to Farmland Preservation Credits and Home Heating credits.
- Ensures that established policies are consistently applied.
- Maintains records, prepares reports and conducts correspondence relative to the functions of the division.
- Directs the revision and development of IIT processing, contact center and fraud detection procedures for completeness, accuracy, and efficiency – updating as necessary accordance with statutory, Bureau, or Department directives.
- Develops and reviews various performance metrics to gauge processing/production efficiency.
- Works closely with Quality Assurance section ensuring staff review returns consistently and pursuant to procedures.
- Works closely with Quality Assurance section ensuring staff review and resolve taxpayer contacts consistently and pursuant to procedures.
- Monitors backlog reports ensuring goals and objectives are met and recommend processing adjustments to the Director for efficiency improvements.
- Makes recommendations to the Bureau Director for improvements of division operations and coordinate activities with other divisions within bureau to ensure consistent policy and resource application.
- Recommends changes of policies, procedures and standards to facilitate standardization and overall quality of operations to the Bureau Director.

Duty 2

General Summary:

Percentage: 15

Efficiently plans, organizes, directs and controls Individual Income tax and credit processing and customer contact resources assigned by Bureau Director to supervise and oversee the performance of personnel in the Division. Appraises the effectiveness of existing controls and operational structures and recommends improvements and alternatives to Bureau Director. Formulates and analyzes reporting from a variety of financial, inventory control, risk assessment, operating and other information technology systems.

Individual tasks related to the duty:

- Monitors performance reporting and takes appropriate actions to maximize effectiveness and efficiency of Individual Income Tax resources through subordinate managers.
- Continuously examines technological efficiency of subordinate managers and recommends alternatives to Bureau Director.
- Selects and assigns staff.
- Assures equal employment in hiring and promotion.
- Ensures that proper labor relations and conditions of employment are maintained.
- Approves leave, performs service ratings, counsels employees and participates in the hiring, suspension, dismissal and grievance procedures.
- Assists in planning, developing and implementing in-service training programs for staff development.
- Conducts staff meetings and conferences to allow dissemination of information on operating problems, personnel matters, technical problems and the status of programs and projects.

Duty 3

General Summary:

Percentage: 10

Plans, directs and organizes Individual Income Tax procedures and makes recommendations for improvements to Bureau Director. Maintains an environment of continuous improvement, consistently high performance and effective communication with internal and external stakeholders.

Individual tasks related to the duty:

- Identify best practices for fraud prevention, processing returns and contacts through discussions with other state treasury departments or similarly situated private sector entities.
- Conduct root cause analysis, identify improvement opportunities, set goals and targets, and measure for progress.
- Document success and failure; identify causes of success and correct reasons for substandard performance.
- Implements interim progress reviews at all levels to measure individual performance related to established performance measures.
- Identifies staff development and training needs and makes recommendations to Bureau Director to improve organizational effectiveness.
- Ensures proper labor relations and conditions of employment are maintained.
- Recruits and selects staff in accordance with procedures established by the Department; ensures equal employment opportunity in hiring and promotion.
- Communicate change regularly and effectively to staff.

Duty 4**General Summary:****Percentage: 10**

Performs other related essential functions as may be appropriate and non-essential functions as may be required and/or assigned by the Bureau Director.

Individual tasks related to the duty:

- Maintain records, prepare management reports, and prepare necessary written correspondence.
- Represents the Bureau and/or Department in cross-functional user forums.
- Assists with meetings, litigation and special projects as assigned by Bureau Director.
- Identify pros and cons of proposed tax or technology changes.
- Meet with professional groups as appropriate.
- Speaking engagements and presentations as appropriate.

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

- Determine the methods and resources used to accomplish assignments that have a significant impact on Division operations.
- Determine methodologies used to develop multi-disciplinary programs that impact non-divisional personnel and make sound recommendations to the Bureau Director.
- Determine performance objectives for subordinate managers.
- Determine division reporting in regard to topic, format, content and cycle for subordinate managers.
- Approve division operational reports submitted to Bureau Director.

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

- Decisions which result in a major policy change.
- Decisions which impact all Bureau personnel.
- Decisions which have a major budgetary impact.
- Bureau response for litigation or informal conference issues.
- Represent the Bureau and/or Department in cross-functional user forums.
- Approval to fill vacancies or transfer of staff.

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 use of computer and related equipment.
- High level of urgency.
- High exposure to advanced technology.
- Daily contact with executive management, Division and Bureau employees and other Department personnel that maybe considered stressful.
- Some travel may be required.

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>
	GENERAL OFFICE ASSISTANT-E		STATE ADMINISTRATIVE MANAGER-1 15
	STATE ADMINISTRATIVE MANAGER-1 15		STATE ADMINISTRATIVE MANAGER-1

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
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| ☒ 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?

To oversee and administer the Individual Income Tax and Credit processing, specialized processing, fraud detection, and contact center activities including phone and e-service inquiries to effectively administer individual income taxes and resolve accounts. Assure the division assignments are carried out effectively and efficiently. Report divisional operations and any problems to the Bureau Director. Coordinate and oversee divisional staff activities. 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.

Position Description has been updated due to the replacement of a 30-year-old legacy system. The modernized system has changed the work including fraud detection functionality that was previously very manually intensive. Due to the update, a SAM 15 has been moved from the Tax Compliance Bureau to this area to provide these functions within the tax administration functions. Additionally, recent legislation has increased the duties of specialty income tax return and credit processing for farmland and home heating credit increasing reporting requirements and liaison duties. These functions have been moved to this new Sam 15 reporting to the Division Administrator. These duties have always been a function of this SDA 17 position. All Duties of this position have been updated to modernize the language and standardize the duties across Revenue Services at this level as well as align with updated job specifications. The essential functions of this position, to administer Individual Income Taxes has not changed.

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

The Tax Processing Bureau is responsible for the process and review of all major Michigan tax returns and related forms. The function of the Individual Income Tax Division is to administer Individual Income taxes through processing tax and related credit forms, fraud detection and contact center activities.

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 Division Administrator 17

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

Alternate Education and Experience

State Division Administrator 17

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years 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:

Experience in overseeing and leading large work areas and projects is critical. This position requires a great deal of flexibility, motivational leadership, and energy. Must have organization and people skills. Computer system knowledge is helpful.

CERTIFICATES, LICENSES, REGISTRATIONS:

FTINPRINT sub-class code. This 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