

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

Position Code

1. STUDASTEQ15N

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) ADVOCACY SERVICES
4. Civil Service Position Code Description STUDENT ASSISTANT-E	10. Division OFFICE OF TAXPAYER ADVOCATE
5. Working Title (What the agency calls the position) STUDENT ASSISTANT	11. Section
6. Name and Position Code Description of Direct Supervisor FISHER, AMANDA E; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor NORTON, ROBIN; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 PARSONS DRIVE, DIMONDALE, MI / MONDAY - FRIDAY, HOURS/DAYS VARY

14. General Summary of Function/Purpose of Position

The Office of Advocacy Services' Taxpayer Advocate Section is responsible for resolving complex, sensitive, high-profile accounts as a resource of last resort for taxpayers and tax professionals who have exhausted Treasury's normal channels of resolution. This is a year-round position, working 129 hours each month. The primary responsibility of this position is to assist Taxpayer Advocate Section staff with the research, analysis, and resolution of case specific accounts utilizing the applicable state/federal laws, department policies, and bureau processes. This position will also perform duties typical of an office environment.

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: 60

Responsible for assisting Taxpayer Advocate Section staff with the researching, analysis, and resolution of case specific accounts utilizing the applicable state/federal laws, polices and processes.

Individual tasks related to the duty:

- Create, prepare, review and track electronic case files.
- Compose correspondence to individuals and businesses concerning case specific accounts.
- Actively research laws specific to Treasury programs.
- Actively engage in learning the various Treasury processes and systems.

Duty 2

General Summary:

Percentage: 20

Assist with general duties of an office environment.

Individual tasks related to the duty:

- Monitor and respond to incoming telephone calls and emails from the public.
- Assist in distributing and monitoring workflow to Section staff.
- Other office duties as assigned.

Duty 3

General Summary:

Percentage: 20

Assist with special projects as assigned.

Individual tasks related to the duty:

- Research existing laws, processes, and procedures.
- Make recommendations on changes to forms, instructions, and other relevant information.

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

- Research methods used on cases or projects.
- Determine how to spend time most efficiently in the office.

Office staff, taxpayers, tax professionals, and legislative staff can be affected by decisions made as it relates to the accuracy and timely resolution of cases, or the completion of projects assigned.

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

- Case work related to tax returns and refunds must be reviewed and approved by analyst who assigned work.
- Correspondence to constituents until subject matters are sufficiently mastered.

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.

As Treasury's resource of last resort, the office is at times faced with stressful situations involving individuals, businesses, tax professionals and Legislative staff. The work performed in this office, however, is exceptionally rewarding as decisions and outcomes can be life-changing for the taxpayer.

The individual must work at a laptop for extended periods of time. On rare occasions the individual may need to lift boxes of supplies.

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 type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input 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?

All duties listed in box 15 are essential to this position.

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

Updating position description to update naming convention and reporting structure and to expand on duties.

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

The Taxpayer Advocate Section is responsible for resolving complex, sensitive, high-profile accounts as a resource of last resort for taxpayers and tax preparers. This position is primarily responsible for assisting with research and analysis of state and federal tax laws applicable to specific account issues under review by the Section. The position will also assist with general office duties and special projects.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Current enrollment in vocational or technical school or post-secondary education institution.

PREFERRED: Currently attending law school pursuing a JD degree with concentration in tax or currently pursuing a non-legal degree in a tax-related field.

EXPERIENCE:

No specific type or amount is required.

PREFERRED: Interest or experience in taxation or accounting. Experience working independently and in a team environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Effective verbal and written communication skills.
- Ability to gather and analyze information for sound decision-making.
- Interest in continuous learning.

- Desire and ability to help others.
- Excellent customer service.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

The student must provide evidence of enrollment or acceptance to an educational institution.

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