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| Position Code |
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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.

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| 2. Employee's Name (Last, First, M.I.) | 8. Department/Agency |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) Tax Administration Services Bureau |
| 4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-A | 10. Division Special Taxes |
| 5. Working Title (What the agency calls the position) Departmental Technician 10 | 11. Section Motor Fuel/IFTA |
| 6. Name and Position Code Description of Direct Supervisor STEELE, PAMELA; DEPARTMENTAL MANAGER | 12. Unit |
| 7. Name and Position Code Description of Second Level Supervisor GUZMAN, OMER; STATE ADMINISTRATIVE MANAGER | 13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale, MI Monday-Friday 8:00 am to 5:00 pm |

14. General Summary of Function/Purpose of Position

The Tax Administration Services Bureau is composed of four divisions: Individual Income Tax, Business Taxpayer Services Division, City Taxes and Special Taxes. This Departmental Technician position will conduct the specified activities which must be carried out to meet Division and Department goals and objectives for the Special Taxes Division.

The position's primary functions include:

1. Serve as a technical resource for team members and investigate customer complaints by researching account issues that have been escalated and that require interpretation of statutes and policies related to the various Michigan special taxes.
2. Plan, develop and conduct training to provide support for staff in the Special Taxes Division. Recommend business process improvements.
3. Perform Complex Queries.
4. Participate on Special Project Teams.

This position will also be responsible for updating staff on tax related changes, update job aids, and SharePoint sites. This position will also provide coaching and feedback to entry level, intermediate and experienced staff.

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: 55

Serve as a Technical Resource for Team Members & Investigate Customer Complaints. This position is responsible for researching and interpreting issues for problem resolution.

Individual tasks related to the duty:

- Resolves complex taxpayer inquiries and/or filing issues that require interpretation of statute or policy that is not clearly outlined in standard job procedures. Conducts research and interpretation of statutes and policy and maintains an understanding of pending legislation and its impacts.
- Develop procedures and guidelines that promote uniformity and aid in understanding among all staff.
- Review public web pages for accuracy of information and recommend updates.
- Answer inquiries regarding policy positions related to technical tax matters.
- Research, interpret, and apply relevant statute, the Revenue Act, policies, and procedures to resolve unique or complex issues. This includes interpretation of law or policy that is not clearly outlined in standard job procedures, and communicating information to staff, taxpayers, and tax practitioners.
- Serve as the intermediary between staff and other Treasury work areas including the Hearings, Tax Policy, Audit, Executive Office/Legislative, Collections, or others when dealing with technical tax issues.
- Assist staff in the Division with developing a holistic understanding of tax laws, operational procedures, and system functions and how they interact.

Duty 2

General Summary:

Percentage: 20

Plan, develop and conduct training and recommend business process improvements – This position is responsible for working closely with the analyst team and supervisors to plan, develop and conduct training. These include creating new procedures or making changes to existing procedures to develop a holistic understanding of the tax laws, operational procedures, and system functions.

Individual tasks related to the duty:

- Partner with analysts and other division staff to plan, develop, and conduct training programs for new staff as well as ongoing staff development related to, but not limited to, implementation of new work processes, systems and/or instructions.
- Collaborate with supervisors and analysts to identify issues for training and remedies for system functionality that are crucial to completing the work of the unit and develop training and reference materials for new processes and procedures.
- Update and create new reference materials that are used by staff when changes occur to tax laws.
- Interpret tax statute to educate the public and staff.
- Research and suggest system enhancements in an effort to increase customer satisfaction.
- Serve as a system resource for the work area to answer technical questions and/or identify system issues, following up and working with analysts or other technical partners to remedy the issue.
- Review standard methods of operations for systems and review efficiency issues; suggest alternatives to develop a more effective operation of the systems.
- Develop procedures and guidelines that promote processing uniformity area staff.

Duty 3

General Summary:

Percentage: 20

Performs Complex Queries and provide System Support – Responsible for performing established queries that are needed for the work area and summarizes the results using established reports. There may be the need to change some parameters, most queries are considered routine.

Individual tasks related to the duty:

- Responsible for creating and performing complex queries when requested by management for nonstandard research and analysis. These queries are complex because they may contain multiple tax types and multiple tax data types in one report and are run utilizing specialized tools within the unique tax processing system. Standard queries typically only contain one tax type and/or one tax data type such as payments in a specific file.
- Create complex ad hoc queries for production and metric data. These queries are complex because they contain data from multiple tax types and multiple tax data types. It is a complex task to gather, review, compile and summarize this large amount of data into productivity metric results based on management requirements.
- Responsible for summarizing complex results from a variety of formats. These results are complex because they relate to taxpayer accounts that have multiple tax types. The results are complex because they must include all tax types and filings related to the business into a summary format that can be understood by Departmental personnel, attorneys, legislative liaisons and potentially used for litigation purposes.
- Work directly with analysts with tracking and prioritization of fixes for system issues.
- Create documentation regarding processes and procedures and maintain that documentation.
- Serve as a lead during forms development or updates and monitor the impact of form changes on the system.
- Serve in a triage role for staff who are reporting system issues. Research and forward to analysts for remedy and resolution.
- Collaborate with analysts to serve as a reviewer of system functional documentation and provide feedback.

Duty 4

General Summary:

Percentage: 5

Other duties and special projects as assigned.

Individual tasks related to the duty:

- Other duties and special projects as assigned.

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

Handle complicated, sensitive and unique taxpayer issues.

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

Issues of first impression that may have impact on the public or staff. Analysis of new legislation and any deviation from the Department's established policies and procedures.

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.

Physical effort and environmental conditions are similar to those in a normal business office operation; air temperature and lighting. These include sitting and utilizing a personal computer for long periods of time. High exposure to advanced technology. The individual may also have to occasionally transport containers weighing between 10 and 20 pounds.

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):

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

N Orally reprimand.

N 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 will provide a full range of technical assistance to the entire Special Taxes Division. Primary responsibilities include resolution of complex taxpayer issues. Works closely with the analyst team and supervisors to review standard methods of operation to troubleshoot efficiency issues and suggest alternatives to reach a more effective approach to operations. Communicates between technical, processing, and customer contact work groups of the Special Taxes Division to gain consistency and promote uniformity throughout the division. Assists in creating new procedures to ensure proficiency and updating old procedures and policies as the Department and the Special Tax administration functions continue to evolve. Demonstrates in-depth, expert knowledge and proficiency in Special Taxes, as well as a thorough understanding of Department of Treasury policies, procedures, systems, and their applications. May be involved in special projects to share expertise.

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

New position.

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

The Special Taxes Division is responsible for the timely and quality processing of Special Taxes, responding to customers, and overall operational performance measurement. The Department Technician position serves as a Special Tax technical resource and plays a key role in staff support, assisting with testing of Special Taxes tax systems, assisting front line staff with responses to taxpayer inquiries via phone, mail and electronic media. In addition, the Department Technician will be responsible for Special Tax content of websites.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 10

Two years of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Three years of experience as a technician or paraprofessional, including one year of experience equivalent to the experienced level in state service.

Alternate Education and Experience

Departmental Technician 10

Possession of a Bachelor's degree and one year of professional experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of specific tax statutes, department policies, procedures and organization.

Effective communication skills, both verbal and written.

Ability to work in stressful situations.

Ability to work in a team environment as well as independently. Needs to be self-motivated.

Good analytical and problem solving skills

Demonstrate team work and compliance with Department of Treasury work rules.

Demonstrate professional and accurate verbal and written communication skills.

**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