

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

Position Code 1. TREACSRE

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) Collection Services Bureau
4. Civil Service Position Code Description Treasury Cust Srv Rep-E	10. Division Services Management Division
5. Working Title (What the agency calls the position) Treasury Customer Service Representative	11. Section Finance and Administrative Unit
6. Name and Position Code Description of Direct Supervisor JOHNSON, BRANDON J; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor BORDINARO, LISA C; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7285 Parsons Dr Dimondale MI 48821 / M-F 8am-5pm

14. General Summary of Function/Purpose of Position

This position serves as the primary customer contact in a Collection Services Bureau (CSB) service center environment utilizing knowledge base and case management tools to assist customers. This employee interacts with taxpayers/debtors and their authorized representatives via the telephone and written correspondence, including handling escalated inquiries from customers and the CSB contracted private collection agency. In accordance with established service center standards, this position provides assistance regarding the resolution of delinquent state agency debts and the collection process. This position utilizes knowledge base information from CSB systems to answer customer inquiries regarding departmental policies, procedures, and some points of law. This employee also utilizes CSB systems to update and retrieve account information and complete work queue items as assigned.

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

In a service center environment, interacts with customers and their authorized representatives via telephone to initiate outbound calls, receive inbound calls, answer questions regarding collection accounts and the collection process, administer Treasury policies and procedures, and provide debt resolution instruction to customers. Determines appropriate action on collection accounts in accordance with established standards, guidelines, and procedures. Acts as liaison between the customer and the contracted private collection agency to resolve escalated inquiries.

Individual tasks related to the duty:

- Interact via telephone (inbound/outbound) with individuals, their representatives, other Treasury divisions, contracted collection agency, and State Agency partners regarding accounts.
- Utilize knowledge base information to verify identity and answer inbound and outbound customer inquiries.
- Respond to questions with options a debtor may have on any given issue.
- Ask additional questions of the caller to ensure an understanding of the account.
- Explain the application of payments.
- Explain collection enforcement activities.
- Provide information and instruction to customers regarding issuance and release of levies.
- Respond to questions regarding the offset process, explaining the disposition and the legal basis for the offset and/or refund.
- Explain statutory guidelines for offset.
- Initiate standard correspondence.
- Calculate and perform appropriate financial adjustments to accounts within established guidelines.
- Document all contacts and outcomes within the collection's case management software application.
- Perform all work in accordance with established service center standards.
- Assist less-experienced representatives, as necessary.

Duty 2

General Summary:

Percentage: 30

In a service center environment, interacts with customers and their authorized representatives by reviewing and responding to correspondence regarding collection accounts. Determines appropriate action on accounts in accordance with established standards, guidelines, and procedures. Acts as liaison between the customer and the contracted private collection agency to resolve escalated inquiries.

Individual tasks related to the duty:

- Utilize knowledge base information to review correspondence and respond appropriately to customer written inquiries.
- Input, update, and/or retrieve information from various collections systems.
- Interpret various established policies and procedures to determine and perform appropriate financial adjustment(s) to accounts.
- Initiate standard letters.
- Prioritize correspondence for expedited processing.
- Process and respond to priority correspondence.
- Review exception reports to determine next action.
- Review various Treasury knowledge-based systems to obtain/confirm appropriate address.
- Document all contacts and outcomes within the collection's case management software application.
- Perform all work in accordance with established service center standards.
- Assist less-experienced representatives, as necessary.

Duty 3**General Summary:****Percentage: 10**

Determines appropriate action on collection accounts in accordance with established standards, guidelines, and procedures. Acts as liaison between other areas of Collections including Field Services, Call Center Operations, and Financial & Administrative Unit to resolve inquiries and ensure appropriate action.

Individual tasks related to the duty:

- Review multiple collections systems for account information.
- Input, update, and/or retrieve information from various collections systems.
- Initiate standard letters.
- Document all contacts and outcomes within the collections case management software application.
- Perform all work in accordance with established service center standards.
- Assist less-experienced representatives, as necessary.

Duty 4**General Summary:****Percentage: 5**

Other related duties as assigned.

Individual tasks related to the duty:

- Alert supervisor when there is confusion or absence of information in the knowledge base to answer questions.
- Attend meetings as assigned.
- Participate in Departmental training and engagement activities.

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

Standard collection and garnishment activities including using Collection systems to process forms and close work items.

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

Nonstandard disclosure issues. Requesting refunds in the Collection systems. Phone and email escalations.

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.

Must work at a desk for long periods of time with extensive use of the telephone and personal computers. Standard office equipment is used and occasional transport of containers weighing up to 20 pounds. This position requires contact with belligerent, highly emotional, and sometimes hostile taxpayers.

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?

This position serves as the primary customer contact in a Collection Services Bureau (CSB) service center environment utilizing knowledge base and case management tools to assist customers. This employee interacts with taxpayers/debtors and their authorized representatives via the telephone and written correspondence, including handling escalated inquiries from customers and the CSB contracted private collection agency. In accordance with established service center standards, this position provides assistance regarding the resolution of delinquent state agency debts and the collection process. This position utilizes knowledge base information from CSB systems to answer customer inquiries regarding departmental policies, procedures, and some points of law. This employee also utilizes CSB systems to update and retrieve account information and complete work queue items as assigned. The essential duties include all requirements identified in section 15 of this position description.

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

Essential duties and responsibilities of this position have not changed. PD updated to reflect current duties, no changes to percentages. Updates being requested so that all CSR's in the Business Services Unit are in the same composite PD.

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

The function of the work unit is to provide information and assist customers in the resolution of accounts via the telephone and written correspondence. This includes expedited telephone and correspondence referred by the contracted private collection agencies. This position's main function is to serve as the primary customer contact in a service center environment utilizing knowledge base and case management tools to resolve debtor inquiries related to the collection process.

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:

Treasury Customer Service Representative 6

One year of experience responding to customer inquiries and resolving problems.

Treasury Customer Service Representative 7

Two years of experience responding to customer inquiries and resolving problems, including one year equivalent to a Treasury Customer Service Representative 6.

Treasury Customer Service Representative E8

Three years of experience responding to customer inquiries and resolving problems, including two years equivalent to a Treasury Customer Service Representative 6 or one year equivalent to a Treasury Customer Service Representative 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent verbal and written communication skills
- Knowledge of proper customer service practices
- Working knowledge of various computer software applications, such as Microsoft Office
- Ability to multitask while handling a high volume of customer contacts daily via the telephone and in writing.
- Ability to effectively utilize a variety of applications to research and compare account information.
- Ability to handle stressful customer contact situations over the telephone.
- Ability to explain various laws rules, regulations, and procedures.
- Employee must develop a good understanding of Taxpayer Bill of Rights and Collection policies and procedures.

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.

MALINDA HUFFMAN

1/29/2026

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