

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

Position Code

1. DPTLTCHEY01R

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 (CSB)
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Services Management Division
5. Working Title (What the agency calls the position) Departmental Technician 7-9	11. Section Technical Services
6. Name and Position Code Description of Direct Supervisor MOORE, BRANDON; DEPARTMENTAL MANAGER-3	12. Unit Program Support Unit
7. Name and Position Code Description of Second Level Supervisor CARTER, MARLON R; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Operations Center / 8am - 5pm M-F

14. General Summary of Function/Purpose of Position

This position serves as a Departmental Technician in the Program Support Unit of the Collection Services Bureau (CSB) and works to improve the quality of Treasury's customer interactions through monitoring and evaluating incoming and outbound telephone calls handled by Treasury Customer Service Representatives (TCSRs) in CSB's call center operations and by the agents at the third-party collection's vendor. Evaluations are completed in the telephone monitoring and evaluation system, which is also used to randomly record calls. Quality Assurance Technicians assist in coaching staff/agents to improve performance and productivity. The position also recommends changes to current processes and procedures identified through quality assurance reviews.

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: 75

Randomly sample and review staff phone interactions with customers for quality of work. Monitor and evaluate recorded calls and recommend changes to procedures, policies, and training to improve overall quality. Evaluate Collection activity performed by staff, returns processed and written outbound letters and responses based on existing quality standards documentation, providing coaching to team members that improves and maintains performance.

Individual tasks related to the duty:

- Monitor and evaluate recorded calls for compliance with established performance standards.
- Assist in providing coaching that results in improved performance and efficient utilization of tools and Treasury systems
- Identify training needs; assist in the development of training materials and training programs as needed.
- Participate in calibration sessions to ensure inter-rater reliability.
- Recommend changes in processes and procedures that facilitate overall improvement in customer interactions.

Duty 2

General Summary:

Percentage: 10

Serve as a technical resource for team members and others. Process requests for resolution of customer issues that are technical or complex such as allocation, apportionment, and other issues. Demonstrates knowledge of research procedures for explanation of tax law and collection policies and procedures.

Individual tasks related to the duty:

- Use available reference materials to find answers to questions (memorandums, tax instruction booklets, procedure manuals, etc.)
- Serves as a technical resource for staff being evaluated.
- Provide guidance to team members with unusual or complex inquiries.
- Independent judgment is used to escalate issues to senior management, training and to provide answers to questions from staff.

Duty 3

General Summary:

Percentage: 10

Other related duties as assigned, including acting as a project leader or project team member for projects established by management.

Individual tasks related to the duty:

- Miscellaneous office duties as assigned.
- Assist in the development of parameters and procedures for completing special projects.
- Provide expertise to other divisions in the Department.
- Assist Program Support Unit Analysts and other division staff in developing training materials and job aids.
- Assist supervisors in coaching team members to improve quality.

Duty 4

General Summary:

Percentage: 5

Compiles, reviews, and monitors telephone reports for Collection Services Bureau.

Individual tasks related to the duty:

- Run queries and reports related to individual and group performance.
- Compile periodic reports and distribute to managers and supervisors.
- Review adherence to quality performance levels for those being evaluated and report to QA and Business Division managers and supervisors as needed for performance improvement.

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

Evaluation and coaching of staff for improved quality. Recognition of team member's superior performance. Recommending changes to procedures and training that enhance the quality of work. Serving as a technical resource for staff.

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

Disclosure of information in unusual situations.

Coaching related to performance issues potentially identified as disciplinary in nature.

Analysis of new policies as they impact the operation of CSB.

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.

This individual must work at a desk for long periods of time. The job requires extensive use of a personal computer, consisting of repetitive motions used in keyboarding and information retrieval. The individual will present information in small group settings and may facilitate discussions in small to medium sized groups.

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):

- | | |
|---|--|
| ☐ 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?

The essential duties of this position are to improve the quality of Treasury's customer interactions through monitoring and evaluating incoming and outbound telephone calls handled by Treasury Customer Service Representatives (TCSRs) in CSB's call center operations and by the agents at the third-party collection's vendor. Evaluations are completed in the telephone monitoring and evaluation system, which is also used to randomly record calls. Quality Assurance Technicians assist in coaching staff/agents to improve performance and productivity. The position also recommends changes to current processes and procedures identified through quality assurance reviews. 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.

Updated verbiage in duty 1 to reflect that the evaluations completed by these employees are related to collection activity.

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

CSB is responsible for the collection of delinquent tax and state agency debts. The Program Support Unit's primary responsibilities include, in part, centralized quality assurance and training activities related to the overall collection process. This unit monitors collection activities of CSB staff as well as the private collection contractor staff to ensure consistency and adherence with policies, procedures, and guidelines established by the Bureau and Department. Further, the Program Support Unit develops and implements training materials and programs for CSB staff, private collection contractor staff, and the public. This area works in partnership with the other areas of the Bureau and Treasury to effectuate collection activities and ensure consistent and proper implementation of policies and procedures.

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 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

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

OR

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

OR

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

Alternate Education and Experience**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

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

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of state and federal laws related to tax administration and collection practices preferred.
- Ability to communicate effectively through both written and verbal communication.
- Ability to establish and maintain effective relationships.
- Ability to work within a team environment.
- Ability to effectively use Treasury software to complete work functions

**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	5/8/2025
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