

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

Position Code

1. REGUMGR3A57N

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 Compliance
4. Civil Service Position Code Description Regulation Manager-3	10. Division Discovery and Tax Enforcement
5. Working Title (What the agency calls the position) Tobacco Enforcement Section Manager	11. Section Tobacco Enforcement
6. Name and Position Code Description of Direct Supervisor MCCARTHY, KATHERINE; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor VACANT, STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 PARSONS RD; DIMONDALE, MI 48821 / M-F 8:00 AM - 5:00 PM

14. General Summary of Function/Purpose of Position

This position serves as a first-line professional manager of professional and non-professional positions in a complex work area within the Tax Compliance Bureau, Discovery and Tax Enforcement Division. The area's primary responsibilities include, the active management and supervision of the Tobacco Enforcement section and associated personnel involved in enforcing compliance of the Tobacco Product Tax Act. The Tobacco Enforcement area is responsible for all field tobacco compliance checks and enforcement activities. The Tobacco Enforcement Manager is responsible for ensuring consistency and adherence with policies, procedures and established guidelines in relation to the inspection and enforcement of the Tobacco Product Tax Act.

This employee performs various supervisory and administrative duties, to include performance management, employee training, policy and procedural review and updates and program reporting and evaluation including providing statistics for the Master Settlement Agreement reporting area. In addition, this individual works closely with Discovery and Tax Enforcement Division management to evaluate and formulate long-range plans and goals for the division.

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: 50

Manage the overall administration and activities of the Tobacco Enforcement Section, including working with the Michigan State Police and the Office of the Attorney General regarding inspections and enforcement of the Tobacco Product Tax Act, orders for Entry, search and seizure and other legal matters. Oversee and direct daily activities; provide guidance; and ensure adherence with policies, procedures, standards and guidelines. Develop goals and objectives to assist in identifying process improvements, system enhancements, implement training and identify procedural improvements.

Individual tasks related to the duty:

- Provide direction to staff engaged in complex daily activities.
- Oversee the preparation of documentation and reports detailing the activities under employee's responsibility.
- Recommend changes in policies, procedures and guidelines.
- Develop various documents and materials to ensure the continual education and training of staff members in the Tobacco Enforcement Section relating to tobacco enforcement actions and other legal orders in consultation with Office Management, Michigan State Police and the Office of the Attorney General.
- Ensure relevant forms, policies and procedures related to enforcement actions and the warrant process are regularly reviewed and updated in a timely manner.
- Monitor inspection techniques and "best practices" to measure the success of the tobacco enforcement process and to elevated the most efficient practices to more widespread use across district offices.
- Communicate effectively both verbally and in writing with division and bureau staff, other departments, outside agencies and tax payers and their representatives.
- Conduct and attend meetings as necessary.
- Identify process and system improvements.
- Attend and appear as a witness at relevant administrative, legal or judicial hearings, depositions or other matters as necessary.
- Maintain, monitor and provide written recommendations for the continuous improvement of internal controls.

Duty 2

General Summary:

Percentage: 20

Provide first-line management of the allocation and activities related to accounts assigned to the Tobacco Enforcement Section. Activities include, the management of accounts assigned to the various section members in this employee's responsibility; centralized support and high-level decision making regarding the overall collection and enforcement process, including, but not limited to the execution of tax warrants; monitoring section activities to ensure consistency and adherence with laws, policies, procedures and guidelines; and the approval or denial of legal actions such as liens, levies and tobacco tax warrants.

Individual tasks related to the duty:

- Provide problem resolution on highly complex accounts and taxpayer complaints as required.
- Monitor accounts and inventories in accordance with policies, procedures and guidelines.
- Inform State Administrative Manager on a timely basis of tax warrant actions, sensitive issues, taxpayer complaints, potential employee integrity or performance concerns, loss/theft of records or monies, etc.
- Review accounts, approve/deny enforcement actions.

- Prepare and compile reports regarding the evaluation of the Tobacco Enforcement Sections as well as providing statistics for the Master Settlement Agreement reporting area.

Duty 3

General Summary:

Percentage: 15

Provide direction and supervision to staff under employee's responsibility. Select and assign staff assuring equal employment opportunity in hiring and promotion. Identify staff development and training needs. Ensure that proper labor relations and conditions of employment are maintained. Conduct staff meetings to discuss operating problems, organization, personnel matters, technical problems and the status of programs and projects. Provide management and mentoring of staff members on a regular basis to improve employee performance and efficiency. Ensure internal controls are maintained and monitored.

Individual tasks related to the duty:

- Select and assign staff, ensuring equal employment opportunity in hiring and promotion.
- Monitor work standards and ensure they are being met by all staff.
- Assign, coordinate and monitor activities, including setting priorities and goals.
- Conduct performance evaluations, including counseling or disciplinary actions, in a timely manner.
- Provide staff with development opportunities, including coaching/mentoring and provide adequate training opportunities.
- Perform routine managerial and supervisory functions, including approval of leave, coordination of vacations and scheduling of overtime.
- Oversee overall training programs and overall supervision of staff in all job-related functions.
- Maintain two-way communication with staff through regular staff meetings and other methods.
- Assign tasks, develop schedules and supervise day-to-day activities.

Duty 4

General Summary:

Percentage: 10

Work in partnership with division management, Michigan State Police, and various sections of the Office of Attorney General to ensure compliance of the Tobacco Product Tax Act as requested or determined necessary. Assist in the development of long-range plans and goals for the division.

Individual tasks related to the duty:

- Analyze the impact of the employee's areas of responsibility in the overall tobacco enforcement process and make recommendations for efficiencies and enhancements.
- Advise and assist the management team on matters related to the tobacco enforcement section activities and projects.
- Conduct special studies and projects as assigned to ensure consistency and effectiveness in the tobacco enforcement collection process.
- Make recommendations regarding policy, process and systems changes for efficiency and effectiveness.
- Attend and actively participate in meetings as necessary.
- Assist in the development and implementation of new approaches in the tobacco enforcement collection process.
- Assist in the monitoring and development of internal controls.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

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

Employee makes independent decisions in setting work priorities impacting staff, staff development needs and ensuring that employee's areas of responsibility achieve overall goals and objectives.

Independently makes decisions regarding problem resolution of accounts and taxpayer complaints.

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

Decisions which result in a major policy change or have a major budgetary impact. New or revised policies and procedures. Approval to fill vacancies, transfer staff or alter office hours. Advise the State Administrative Manager of personnel actions/problems.

Inform State Assistant Manager on a timely basis of tax warrant actions, sensitive issues, taxpayer complaints, potential employee integrity or performance concerns, loss/theft of records or monies, etc.

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.

At times, the job entails travel away from home and the ability to respond outside regular work hours. On the job, hazardous situations can exist when confronting uncooperative individuals or individuals involved in illegal activities. Weekend work and work past midnight

may be necessary on rare occasions. The incumbent will at times be placed in an adversarial role with taxpayers Employee will sometimes be asked to meet short deadlines. General office setting with lighting and air temperature control. Extensive use of computer and related equipment. High exposure to advanced technology. When in field, may be exposed to the elements. Prolonged sitting and standing. Pushing, pulling and/or lifting up to 25 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
BOONE, JESSE F	REGULATION AGENT-A 12	BURNS, MARC	REGULATION AGENT-A 12
LUCAS, COREY R	REGULATION AGENT-A 12	PAROLINI, GREGORY A	REGULATION AGENT-A 12
SPICER, WESLEY W	DEPARTMENTAL TECHNICIAN-10	VIVIANO, ELISA	REGULATION AGENT-A 12
WATERMAN, SHAWN	REGULATION AGENT-A 12	SCROGGINS, QUINCY	REGULATION AGENT-E
STITES, MICHAEL	REGUALTION AGENT-A 12		

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?

The position's primary duty is to serve as the Tobacco Enforcement Section Manager. This employee oversees and directs daily activities related to staff involved in the tobacco enforcement process and other enforcement mechanisms and ensures adherence with policies, procedures, standards and guidelines. Additionally, this position works in partnership with other areas of the Department, Michigan State Police and the Office of the Attorney General to effectuate compliance through inspections and enforcement activity, in regard to the Tobacco Product Tax Act and the appropriate and necessary enforcement of tobacco tax statutes as necessary.

The essential duties include all requirements identified 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.

Updating classification of this position to match the reclassification of subordinates to Reg Agents.

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

The Tobacco Enforcement Section is within the Tax Compliance Bureau, Discovery and Tax Enforcement Division and is responsible for tracking tobacco products coming into Michigan from other states and foreign countries and to ensure

compliance with the tobacco tax statutes and that the correct tax is collected. This position's primary duty is to serve as the Tobacco Enforcement Section Manager.

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:

Regulation Manager 13 - 15

Four years of professional experience providing regulation and investigative services equivalent to a Regulation Agent or Regulation Officer, including two years equivalent to a Regulation Agent P11 or Regulation Officer P11, or one year equivalent to a Regulation Agent 12 or Regulation Officer 12.

Alternate Education and Experience

Regulation Manager 13 - 15

Six years of experience in a law enforcement agency, corporate security setting, or the United States Armed Services providing investigative services as an investigator or sworn detective may be substituted for the experience and education.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting and reporting.
- Ability to evaluate operations and establish program procedures, policies and goals.
- Ability to organize and coordinate the work of others.
- Extensive knowledge of training principles and supervisory techniques.
- Knowledge of state and federal laws related to tax administration and collection practices.
- Knowledge of the Tobacco Product Tax Act.
- Ability to interpret laws, rules and regulations relative to the work.
- Ability to conduct research, compile and analyze information and prepare well written reports and documentation.
- Ability to communicate effectively through both written and verbal communication.
- Ability to establish and maintain effective relationships. Ability to plan, direct and coordinate work projects that are complex in nature and work within a team environment.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Sub Class code FTIFNPRINT-FED TAX INFO FINGERPRINTING.

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.

KRISTEN WILSON

1/12/2023

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