

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

Position Code

1. DEPTALTEO61Y

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 ANALYST-E	10. Division SERVICES MANAGEMENT DIVISION
5. Working Title (What the agency calls the position) Departmental Analyst 9-11	11. Section Support
6. Name and Position Code Description of Direct Supervisor HUSSAIN, JASMINE; DEPARTMENTAL MANAGER-3	12. Unit Business Services Unit
7. Name and Position Code Description of Second Level Supervisor KING, MICHELLE; STATE DIVISION ADMINISTRATOR 17	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Dimondale, MI / Monday through Friday 8am - 5pm M-F

14. General Summary of Function/Purpose of Position

This position is responsible for supporting programs/initiatives, conducting research, performing analysis, tracking metrics, and providing recommendations within the complex work area of the Business Services Unit (BSU) in the Collection Services Bureau (CSB). Primary duties of this position include the following: (1) oversees the research, analysis, documentation, and process improvements for BSU programs and initiatives including Third Party Withholding, State Agency Collections (2) Compiles, analyzes, and reconciles BSU monthly transactions, metrics, and reports, in coordination with other CSB teams and Collections partners, and (3) maintains, implements and/or evaluates related training and documentation to ensure program quality, productivity, and adherence to internal/contractual controls.

The employee in this position is a member of the Services Management Division team and as such, participates in special projects, gives presentations, attends meetings on behalf of the Division, and works with peers and managers to resolve issues. This employee contributes to the continuous improvement of CSB by participating on committees as directed, tracking and aligning metrics, and assisting in the development and implementation of strategic goals.

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

Oversees the research, analysis, documentation, and process improvements for BSU programs and initiatives including Third Party Withholding, State Agency Collections. Responsible for program quality and productivity

Individual tasks related to the duty:

- Establishes, administers, and evaluates programs, recommends program policies and procedures relative to BSU initiatives.
- Maintains records, prepare reports, and composes correspondence relative to program initiatives.
- Designs and implements methods for program review, evaluation, and cost/compliance analysis.
- Recommends success criteria, develops standards and guidelines, and analyzes quality and productivity metrics to support data-driven recommendations and improvements.
- Uses various reporting tools to track metrics and communicate trends, targets, and concerns.
- Works with leadership to interpret existing and proposed laws, policies, and procedures as they relate to the program area.
- Analyzes ongoing program operations and recommends modifications to achieve greater efficiency and effectiveness

Duty 2

General Summary:

Percentage: 30

Compiles, analyzes, and reconciles BSU monthly transactions, metrics, and reports. Serves as a subject matter expert to CSB and its partners related to these measures. Develops reports and monitors metrics to ensure efficient and effective performance on behalf of CSB and Support Section management

Individual tasks related to the duty:

- Compiles monthly transactions and creates output graphics/reports for leadership and partners.
- Assures correctness and completeness of transaction reporting including error-checking for data crossmatch and accurate accounting.
- Maintains records, prepare reports, and composes correspondence relative to program initiatives.
- Develops ad hoc and custom reports as needed to investigate or take action on complex BSU matters.
- Helps identify the need for and requirements of reports.
- Develops outcome metrics and provides recommendations using various reporting tools

Duty 3

General Summary:

Percentage: 15

Designs, maintains and/or evaluates program-related training and documentation to ensure quality, productivity, and adherence to internal/contractual controls. Serves in a liaison capacity across the Bureau and internal/external partners to ensure standardization across training, quality assurance, and documentation activities.

Individual tasks related to the duty:

- Serves as an organizational liaison for centralized training, quality assurance, and documentation activities related to BSU programs and initiatives.
- Develops and implements training materials and sessions, assures currency of course content, and recommends opportunities for improvement in accordance with the Program Support Unit.
- Assists in the development of policy and program materials, operations manuals, and supporting documentation for BSU programs.

Duty 4

General Summary:

Percentage: 5

Contributes to the good of the Bureau by participating in other duties as assigned.

Individual tasks related to the duty:

- Conducts research and analysis assignments as assigned for the purpose of oversight, evaluation, assessment, planning, implementation, and reporting of special projects.
- Acquires in-depth understanding of project goals and impacts to ensure alignment with Unit, Division, Bureau, and Department strategies.
- Represents the Bureau, Division, and/or Section in meetings, on committees, and other engagements as assigned.
- Other duties as assigned.

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

Exercises independent and sound judgment in selecting the proper course of action related to developing, implementing, maintaining, and improving Business Services Unit programs and initiatives. Works in consort with leadership to assure adherence to policies, procedures, and standards. These decisions affect the programs and policies used by CSB to effectuate the collection of debt.

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

- Decisions which result in a major policy change.
- Decisions which have a major budgetary impact.
- Items of potential political, security, safety, and/or sensitivity concern.
- Participation and representation in activities assigned outside the Bureau and/or Department

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.

- Extensive use IT Systems and hardware.
- Office Setting.

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?

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All items listed in Duties 1-4 within Section 15 are considered essential.

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

The changes to this PD reflect the current naming conventions.

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

The primary duty of the Business Services Unit (BSU) is oversight of three unique programs, Third Party Withholding, State Agency Collections that contribute to the bureau's collection of debt. These programs routinely interface with other CSB and Department of Treasury teams as well as numerous external partners including courts, attorneys, universities, state agencies, and businesses to foster relationships and resolve problems. This position serves as an analyst supporting the effective and efficient deployment of the programs related to this Unit.

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:

Departmental Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of research and analysis.
- Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.
- Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of the principles and methods of research, statistics, operational analysis, cost analysis, and finance.
- Knowledge of the initiation, development, accomplishment, and evaluation of public programs and services.
- Knowledge of the economic, social, political, and business conditions of the state.
- Knowledge of the legislative process and governmental organization and structure.
- Ability to organize, evaluate, and present information effectively.
- Ability to maintain favorable public relations.
- Ability to communicate effectively.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives

**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

10/15/2024

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