

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. DPTLTCHE

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 Administration Services Bureau
4. Civil Service Position Code Description Departmental Technician-E	10. Division Business Taxpayer Services Division
5. Working Title (What the agency calls the position) Departmental Technician-E	11. Section Business Taxes Section
6. Name and Position Code Description of Direct Supervisor THOMAS, QUINTON; DEPARTMENTAL SUPERVISOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor COLIZZI-MCCRUMB, ANGELIQUE; DEPARTMENTAL MANAGER	13. Work Location (City and Address)/Hours of Work Operations Center, Dimondale, MI Monday-Friday 8:00am to 5:00pm

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 Business Taxpayer Services 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 business taxes.
2. Plan, develop and conduct training to provide support for staff in the Business Taxpayer Services 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 Treasipedia 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:

- Provide guidance to team members and others in the Department with unusual or complex inquiries.
- Assist supervisors in conducting research on escalated complex business tax questions that require an additional level of research for handling account inquiries.
- Work closely with the Collections Services Bureau, Tax Compliance Bureau Discovery Section, Office of Taxpayer Advocate and other areas throughout Treasury to communicate general changes and updates to Business tax statutes, rules, regulations and policies and procedures.
- Work closely with the Business Tax Technical section to research and communicate routine changes and updates to business tax statutes to staff.

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:

- Identify routine training needs in the business taxpayer services division. Assist with planning, developing and conducting routine programs for staff development.
- Work with the training group analysts in planning and developing training materials for current tax year updates.
- Identify staff needs for job aids throughout the year, research and create job aids to meet staff needs.
- Review procedures, instructions, and job aides; recommend revisions and updates to the training group.
- Monitor and maintain reference materials that are used by staff on the Bureaus internal Web pages (Treasipedia) to assure they are current and correct.
- Review job aids for routine, current tax year updates, keep time frames and contact information up to date, advise staff of any changes by email or meetings.

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:

- Create routine queries and summarize the results.
- Interpret reports and provide summary recommendation.
- Perform established queries and summarize the results using established reports.
- Run monthly query for monitoring and follow up of specific accounts.
- Run weekly production query for approval queue backlog and production reporting.
- Serve as an active participant of the forms team.

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.

Tax interpretations that affect taxpayers.

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. 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):

- | | |
|---|--|
| ☐ 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?

This position will provide a full range of technical assistance to the entire Business Taxpayer Services Division. Primary responsibilities include resolution of complex taxpayer business tax issues, including registering for business taxes and tax clearance. 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 Business Taxpayer Services Division to gain consistency and promote uniformity throughout the SAP system functional areas. Assists in creating new procedures to ensure proficiency and updating old procedures and policies as the Department and the business tax administration functions continue to evolve. Demonstrates in-depth, expert knowledge and proficiency in business taxes, business taxes registration and tax clearance, as well as a thorough understanding of Department of Treasury policies, procedures, systems, and their applications. Will act as a SAP system resource for the various business tax functional areas as well as a business tax resource for other legacy systems used in the Division. 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 Business Taxpayer Services Division is responsible for the timely and quality processing of business tax returns and forms, operation of a customer service contact center and overall operational performance measurement. The Department Technician position serves as a business taxes technical resource and plays a key role in staff support, assisting with and monitoring testing of the business tax functional areas of the processing system, assisting front line staff with responses to taxpayer inquiries via phone, mail and electronic media. In addition, the Department Technician will be responsible for business tax content of websites, monitoring of quality assurance activities, and completing tax clearances.

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:

Employee must be detailed oriented, have good analytical skills, and an ability to communicate clearly with stakeholders. The employee must have extensive knowledge of various business tax policies and procedures of the Department of Treasury and various resource materials available. The employee must keep current with changes made to processing programs within SAP.

Additional knowledge with Michigan Business Tax Act, the Corporate Income Tax Act, Marihuana Retailers Act, and Sales/Use/Withholding Act is desirable.

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