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)
Office of Collections

4. Civil Service Position Code Description
Departmental Analyst Trainee-E

10. Division

5. Working Title (What the agency calls the position)

11. Section
System Operations

6. Name and Position Code Description of Direct Supervisor
MAHAFFEY, CHANDLER C; DEPARTMENTAL MANAGER-3

12. Unit

7. Name and Position Code Description of Second Level Supervisor
MAHAFFEY, CHANDLER C; STATE ADMINISTRATIVE MANAGER-1 15

13. Work Location (City and Address)/Hours of Work
Operations Center, Dimondale / 6:30 A.M. - 3:30 P.M. (neg) Monday - Friday

14. General Summary of Function/Purpose of Position

Position will be responsible for performing professional research and analysis responsibilities in identifying and resolving Collection system problems. Systems include, but are not limited to, the State Treasury Accounts Receivable (STAR) System, the Michigan Accounts Receivable Collection System (MARCS), and the Garnishment and Levy (GAL) System. This position will be responsible for the daily scheduling and balancing of STAR and assists in the maintenance and testing of the Collection systems and interfaces with other State and outside vendor systems. Further, this position will work closely with senior level analysts and the Department of Technology Management and Budget (DTMB) in identifying and researching collection system problems and implementing changes. This position will be responsible for assisting in writing Requests for Systems Service and other documentation; orders special forms for printing; and monitors systems output to ensure quality and timely mailing. This position will also be responsible for maintaining parameters necessary for batch processing and daily operation of the Collection systems.
List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1
General Summary: Assist in maintaining the interfaces with the Michigan Accounts Receivable Collection System (MARCS) and Treasury’s tax systems such as SAP, IIT, SBT, SUW, TACS, Motor Fuel, Discovery etc. Work with staff from DTMB, the private collection vendors, and throughout Treasury to identify problems or possible enhancements. Write Requests for Systems Service (RSS) stating problems identified and possible solutions for Systems Division personnel. Work with programmers and analysts to test solutions. Work with DTMB and Treasury staff to plan, test and implement program and job flow changes.

<table>
<thead>
<tr>
<th>Individual tasks related to the duty:</th>
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<tbody>
<tr>
<td>• Analyze input/output, interface and account data problems.</td>
</tr>
<tr>
<td>• Document problems with RSS’ or business cases.</td>
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<tr>
<td>• Work with other analysts, programmers, and users to determine possible solutions.</td>
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<tr>
<td>• Test changes to STAR/GAL programs. Track changes after implementation to ensure that the problem has been resolved.</td>
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</tbody>
</table>

Duty 2
General Summary: Assist in maintaining the interfaces between STAR and the State Agencies. Work with staff from DTMB and other Agencies to identify problems or possible enhancements. Write Requests for Systems Service (RSS) stating problems identified and possible solutions for DIT personnel. Work with programmers and analysts to test solutions. Work with DTMB and Agency staff to plan, test and implement programmatic and job flow changes.

<table>
<thead>
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<tr>
<td>• Analyze input/output, interface and account data problems.</td>
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<tr>
<td>• Test changes to STAR/GAL programs.</td>
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<tr>
<td>• Track changes after implementation to ensure that the problem has been resolved.</td>
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</table>

Duty 3
General Summary: Assist in preparing, planning, and scheduling all daily, weekly, monthly, and yearly processing for the State Treasury Accounts Receivable (STAR) System and the Garnishment and Levy (GAL) system. Maintain Parameters necessary for batch processing. Balance input and output of STAR batch process. Receive input tapes and files from various departments, agencies, divisions, courts, and outside vendors for input into the STAR schedule. Interface with analysts, programmers, and operators to resolve scheduling and data processing problems.

<table>
<thead>
<tr>
<th>Individual tasks related to the duty:</th>
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<tbody>
<tr>
<td>• Determine what programs or processes need to be run daily, weekly or monthly.</td>
</tr>
<tr>
<td>• Prepare daily, weekly or monthly schedules using “BLSCHED.”</td>
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<tr>
<td>• Communicate with staff from Treasury, from the private collection vendors, and from various state agencies to determine file/job scheduling.</td>
</tr>
<tr>
<td>• Log input tape and disk files and determine when to input them.</td>
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<tr>
<td>• Add, change, or delete parameters necessary for the daily operation of the STAR database.</td>
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<tr>
<td>• Monitor STAR/GAL jobs on BLSCHED to ensure that they are running correctly.</td>
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<tr>
<td>• Receive output reports from STAR/GAL batch processing and balance the incoming and outgoing transactions.</td>
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<tr>
<td>• Apply problem resolution strategies when scheduling and data processing problems occur.</td>
</tr>
</tbody>
</table>

Duty 4
Monitor printing and mailing of STAR Assessments, Statements, Final Demands, Liens, Levies, etc. Work with DTMB, MIPC and Tax Processing to ensure quality of print and timely mailing of STAR documents.

Individual tasks related to the duty:

- Use BLSCHED or output reports to monitor completion of STAR/GAL batch printing programs.
- Examine printed forms or work with Collections or Tax Processing personnel to determine if problems exist.
- Work with DTMB, or utilize SSU to reprint documents if necessary.

Duty 5
General Summary: Percentage: 10

Assist Administrator, Managers, and Supervisors with special projects. Run Standard Management Reports upon request and help others to interpret them. Develop and run ad-hoc computer reports upon request. Other duties as assigned.

Individual tasks related to the duty:

- Schedule standard management reports using BLSCHED.
- Utilize URSA to create and run ad-hoc database queries.
- Download data into Excel or Access for manipulation and/or dissemination.

Duty 6
General Summary: Percentage: 10

Assist in backing-up Security Administrator.

Process security paperwork for STAR, MARCS, GAL and all other Office of Collections systems and applications. Assist in drafting and processing security paperwork for Office of Collections staff. Maintain and document STAR’s approval process for various transactions that are performed in STAR. Monitor various security reports for user activity.

Individual tasks related to the duty:

- Draft and process Security paperwork for Office of Collections staff
- Process incoming requests for STAR, MARCS, GAL, and Lottery for all other areas outside of Collections
- Maintain STAR Approval Matrix’s
- Review and update various security related parameters
- Troubleshoot system and access related issues using Request IT and DTMB contacts
- Review and monitor daily security reports for user activity

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

Independent decisions related to the research and analysis to identifying and resolve system problems. Independent decisions regarding the scheduling of the STAR and GAL systems and resolution of problems. Sometimes called at night or on the weekend when there are problems with STAR or GAL and required to make decisions regarding solutions that could possibly lead to on-line down time. Evaluates processing on a daily basis to determine whether on-line screens should be disabled. Problems with STAR or GAL sometimes lead to reloading the databases, which can keep on-lines down for hours. If on-lines are disabled, hundreds of people can’t use the STAR or GAL systems and revenues are significantly impacted. Determining which STAR/GAL problems need immediate attention and which can wait until others are resolved.

17. Describe the types of decisions that require the supervisor’s review.
Decisions needing supervisor’s review include those that could lead to extended downtime, such as reloading or rollback of the STAR or GAL systems. Some decisions on problem resolutions that may have division or department wide impact. In cases where possible system changes may conflict with or call for changes in departmental policies, or computer system does not comply with statutory requirements. Administrators approval is also required for all “Request for Systems Service” written.

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.

Some lifting is required. Job is performed in an office environment. 50% of the job is performed on a personal computer and involves keyboard usage. Calls regarding schedule problems between 5:00 p.m. and 6:30 a.m. can occur.

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):

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<tbody>
<tr>
<td>N</td>
<td>Complete and sign service ratings.</td>
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<tr>
<td>N</td>
<td>Assign work.</td>
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<tr>
<td>N</td>
<td>Provide formal written counseling.</td>
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<tr>
<td>N</td>
<td>Approve work.</td>
</tr>
<tr>
<td>N</td>
<td>Approve leave requests.</td>
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<tr>
<td>N</td>
<td>Review work.</td>
</tr>
<tr>
<td>N</td>
<td>Approve time and attendance.</td>
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<tr>
<td>N</td>
<td>Provide guidance on work methods.</td>
</tr>
<tr>
<td>N</td>
<td>Orally reprimand.</td>
</tr>
<tr>
<td>N</td>
<td>Train employees in the work.</td>
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</table>

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?

Scheduling of STAR and GAL. Assisting with the maintenance and testing of the systems and providing analysis of account problems. Performs the duties in the position in a highly independent autonomous manner.

Essential duties include all requirements listed in Section 18 of the PD.

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 Office is responsible for the collection of delinquent tax and state agency debts. Further, the Third Party Withholding Unit is responsible for processing levy, garnishment and intercept orders against state income tax refunds/credit, lottery winnings, employee wages, vendor payments, and residual warrants.

This position will be responsible for performing professional research and analysis responsibilities in identifying and resolving Collection system problems, to include, but not limited to the State Treasury Accounts Receivable (STAR) System, the Michigan Accounts Receivable Collection System (MARCS), and the Garnishment and Levy (GAL) System. Further, this position will be responsible for assisting in the maintenance and testing of Collection systems and interfaces with other State and outside vendor systems.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:
Bachelor degree or related work experience.

Departmental Analyst (Departmental Trainee): Educational level typically acquired through completion of high school.

EXPERIENCE:

Departmental Analyst 9: No specific type or amount is required.

Departmental Analyst 10: One year of professional business and administrative experience.

Departmental Analyst 11: Two years of professional business and administrative experience, including one year of experience equivalent to the intermediate (10) level in state service.

Departmental Analyst (Departmental Trainee):

Administrative Support Experience:

Two years of E10- or E11-level experience.

OR

Four years of advanced or supervisory 9-level, or Senior Executive Management Assistant 9 experience.

OR

Two years of advanced or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

Business and Administrative Experience:

Two years of E9- or E10-level experience.

OR

One year of advanced or supervisory 10-level (or higher) experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of State Treasury Accounts Receivable (STAR) computer system and interfaces to the Michigan Accounts Receivable Collection System (MARCS).

Ability to use word processing and electronic spreadsheet microcomputer software.

Ability to communicate well verbally and in writing. Skilled in interviewing to obtain facts and ideas. Ability to grasp new situations quickly and to make decisions. Ability to organize time and materials. Ability to dialogue diplomatically and discreetly.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.
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.

SONYA CARTER 8/23/2016
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