

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL3D56N

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 TECH, MGMT AND BUDGET - MB
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Office of Continuous Improvement
4. Civil Service Position Code Description DEPARTMENTAL SPECIALIST-3	10. Division Customer Experience Division
5. Working Title (What the agency calls the position) Training and Certification Specialist	11. Section Training and Certification
6. Name and Position Code Description of Direct Supervisor PERALTA, JOHN P; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor GRANDY-MILLER, HOLLY T; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Elliot-Larson Building, 320 S. Walnut St., Lansing, MI 48933 / Monday - Friday 8 a.m. to 5 p.m.

14. General Summary of Function/Purpose of Position

This position is responsible for assisting with the day to day operations of the Customer Experience Division's Training section within the Office of Continuous Improvement. The individual is involved in advancing the Lean Process Improvement (LPI) methodology throughout the State of Michigan (SOM) through training, monitoring and certification practices. This lead role is responsible for the LPI certification program, coordination of the LPI mentoring program, training research, facilitation, reporting, instructional design and training delivery of the methodology, documentation and validation of results. This individual is also responsible for the human-centered design (HCD) certification program, to include but not limited to administration of the program such as participation intake, participant oversight, mentoring coordination, and researcher certification.

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

Serves as the Statewide Specialist to research, improve, maintain and validate the Lean Process Improvement (LPI) methodology training curriculum, and LP and HCD certification programs.

Individual tasks related to the duty:

- Review existing training specifications (objectives) and implement modifications based on feedback and research analysis to improve the current training and certification program
- Maintain the validity and legitimacy of the training and certification program curriculum by ensuring that it conforms to department strategic plans, expected outcomes and training deliverables
- Organize, facilitate and coordinate the efforts of professional content experts in the creation, review and improvements of the training curriculum.
- Research, develop and implement best practices of lean into the training curriculum
- Provide updates to any material based on leadership review, decisions or feedback received by the lean and HCD communities.
- Collaborate, communicate and coordinate training and certification change efforts with peers in other units, partner agencies, supporting lean process improvement facilitators and HCD Researchers, certificated individuals, Office of Continuous Improvement, and other State groups.
- Design and market new/updated training material as requested or recommended.
- Maintain and monitor tracking of certification program participants statewide
- Utilize project management methodologies and techniques to analyze projects, develop improvement recommendations and establish project plans and timelines for completion of project objectives.

Duty 2

General Summary:

Percentage: 25

Carries out training and outreach initiatives to plan, implement and improve statewide knowledge of Lean Process Improvement methodologies.

Individual tasks related to the duty:

- Determines needs and assists in planning, implementing, monitoring, evaluating and reporting on statewide training initiatives.
- Organize and coordinate statewide training efforts for all training and informational sessions to promote, teach and certify lean process improvement methodologies.
- Coordinate all training materials, supplies, logistics, and training resources are established and monitored.
- Conduct trainings and/or present promotional material as needed for each level of certification, outreach program or staff development; this may include in-class workshop, one-on-one trainings, mentorship, webinars, tutorials, town hall sessions, staff meetings, etc.
- Maintain and/or create training materials, instructor manuals, and guides to facilitate and present material for outreach and certification.
- Request and review feedback of all training or outreach programs conducted.

Duty 3

General Summary:

Percentage: 20

Facilitate and provide mentorship for statewide Lean Process Improvement projects using the State of Michigan Lean Process Improvement methodology.

Individual tasks related to the duty:

- Serve as a Lead Facilitator and Specialist for Lean Process Improvement projects statewide
- Facilitate lean process improvement projects through all stages; scoping, analysis, redesign and implementation to effectively address issues/outcomes defined by stakeholders.
- Utilize project management methodologies and techniques to analyze, develop and establish plans and timelines for completion of project objectives.
- Monitor and report project statuses and/or project barriers to Manager; provide recommendation for improvement solutions.
- Provide guidance, input and make recommendations to the Manager regarding the methodology and division projects to ensure alignment with the Office of Reinventing Performance in Michigan.
- Provide mentorship to individuals seeking certification or professional development on lean process improvement facilitation.
- Serve as lead facilitator for assigned LPI projects.
- Utilize and Promote the LPI methodology as the base structure for the design and deployment of successful facilitated projects.
- Provide guidance, input, and makes recommendations to the Manger and Assigned Agency leadership regarding the methodology and how to best sustain LPI methodology in the agency.
- Work with contracted facilitators as needed per direction of Leadership

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

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.

Independent judgment will be frequently used to make decisions determining the appropriate intervention strategy for customers when given their specific need with little or no supervision. Results monitoring and independent analysis of the data received within the section will be required to make decisions on improvement or strategic planning within the division. Information being sent to various groups/committees will be analyzed and information will be independently reviewed for validity and accuracy.

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

Supervisory review is necessary for issues that are politically sensitive, or complex; when deviating from standards/practice; or when testing new materials, methodologies and approaches. .

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.

The employee normally works in an office setting. The potential health hazards that are encountered on this job are computer-related, such as eyestrain and carpal tunnel syndrome. Must be able to travel, move equipment and materials, and present information using a variety of media. Requires occasional twisting, bending and stooping.

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?

To provide leadership and collaboration efforts for planning, implementation and continuous improvement of the statewide Lean Process Improvement training and LPI and HCD certification programs. This position will serve as a key position in supporting the Lean Process Improvement outreach and training programs to ensure all state of Michigan employees are empowered and understand methodologies to assist in streamlined improved processes. This position supports all state of Michigan agencies, but primarily supports the initiatives presented by the Office of Continuous Improvement.

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

This position still supports the specialist concept and is still responsible for business process re-engineering the Lean Process Improvement training and certification program for the whole State of Michigan. The position is being updated to incorporate the administraiton of the human-centered design certification program.

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

The work area is responsible for the development and delivery of Lean Process Improvement projects that are strategically selected by the Executive Office and to further expand the use of LPI across all of State Government. This position's performance is necessary to achieve the OCI and CXD business plan and strategic objectives.

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 Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Organizational consulting

organizational statistics

process improvement,

project management.

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.

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.

STACI ERICKSON

6/26/2026

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