

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

Position Code

1. DEPTALTA

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) MGMT AND BUDGET
4. Civil Service Position Code Description Departmental Analyst-A	10. Division Office of Continuous Improvement
5. Working Title (What the agency calls the position) LPI Senior Analyst	11. Section Lean Projects Team
6. Name and Position Code Description of Direct Supervisor KENNEY, PAMELA S; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor HALFMAN, ANDREW; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work ELLIOTT-LARSEN BLDG, 320 S WALNUT ST; LANSING, MI 48933 / Monday thru Friday 8 a.m. - 5 p.m.

14. General Summary of Function/Purpose of Position

This position functions as a senior level lean process improvement facilitator on the Office of Continuous Improvement (OCI) Projects Team. This is an advanced level position, that carries out a more complex range of duties to analyze and assist with the delivery of higher complexity process improvement/reengineering, performance improvement, meeting facilitation, general facilitation, and strategic planning efforts.

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: 80

As a senior worker, provide facilitation to support and instruct Lean Process Improvement teams and guide team development and productivity.

Individual tasks related to the duty:

- As a certified Lean Process Improvement facilitator, lead, design, arrange, and conduct process improvement workshops using approved methodologies.
- Serve as coach to and mentor for junior facilitators.
- Act as process improvement liaison with DTMB and client agency leadership on project scope and budget impact.
- Facilitate meetings with clients to address specific needs and questions on developing project scope and process improvement.
- Execute administrative functions necessary to complete workshop close-out process.
- Facilitate stakeholder meetings to ensure communication, foster strategic relationships, and provide work solutions and direction.

Duty 2

General Summary:

Percentage: 10

Review and analyze data and identify appropriate intervention plans for process and organizational improvement.

Individual tasks related to the duty:

- Determine next steps and provide recommendations based on results of gap analysis.
- Analyze the causes and reasons for performance gaps.
- Design and implement emerging process improvement technologies and trends. Communicate information and potential impact to team members, management, and stakeholders.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, and extrapolate high-level information into details.

Duty 3

General Summary:

Percentage: 10

Assist with the analysis of performance data on process improvement projects and other duties as assigned.

Individual tasks related to the duty:

- Research and collect data regarding organizational trends and process metrics.
- Collect process performance data.
- Data analysis and report production.
- 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.

- Decisions involving understanding customer expectations.
- Understanding the purpose and steps for process improvement, learning and development opportunities, strategic planning, measurement and assessment tools, the creation of appropriate products and services, the policies, practices, and culture such products are to support.
- Also, decisions that involve the application of continuous improvement principles and practices.

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?

The essential duties of this position are to lead LPI workshops in state agencies.

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

N/A

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 process improvement/reengineering workshops statewide in support of the OCI goals and 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 Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required:

Ability to plan, coordinate and expedite work projects.

Ability to maintain effective relationships with a wide variety of internal and external customers.

Strong written and verbal communication skills.

Ability to facilitate meetings and large work groups.

Knowledge of lean/continuous improvement principles.

Preferred but not required:

Certified Facilitator in the State of Michigan's Lean Process Improvement Methodology.

**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.

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