

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTE

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 Support Services
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Print & Mail Management
5. Working Title (What the agency calls the position) Mail Analyst	11. Section Mailing Services
6. Name and Position Code Description of Direct Supervisor GOODINE, THOMAS B; DEPARTMENTAL MANAGER-3	12. Unit Administration
7. Name and Position Code Description of Second Level Supervisor HAMPTON, KRISTEN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work General Services Building, 7461 Crowner Drive, Lansing, MI / Monday - Friday; 7:30 am to 4:00 pm

14. General Summary of Function/Purpose of Position

This position serves as an analyst responsible for supporting the operations of a multifaceted statewide mailing bureau. The role centers on evaluating program data, interpreting operational trends, and coordinating workflows to ensure effective service delivery to partner agencies. It emphasizes analytical oversight of processes involving mailing systems, operational software, and vendor-supported equipment. Key responsibilities include assessing internal customer needs, identifying opportunities for improvement, and supporting cost-effective operations through data-driven insights, budget awareness, and strategies that enhance overall efficiency.

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: 70**

Compilation, analysis and maintenance of program data in support of operations.

Individual tasks related to the duty:

- Collect, consolidate, analyze, and maintain program data related to USPS compliance requirements, customer needs and service levels, and software or programming performance; prepare reports and evaluations based on these analyses to ensure operational effectiveness and adherence to all regulatory and business standards.
- Interprets and evaluates existing and proposed laws, policies, and procedures related to mailing and program operations, assessing their impact and ensuring alignment with departmental requirements and operational standards.
- Conducts comprehensive analytical reviews - including surveys, studies, and data-driven assessments - to evaluate program needs, uncover operational challenges, and provide insights that shape informed, effective improvement strategies.
- Prepares reports, correspondence, and job status updates for agencies such as LARA, MDOS, and Treasury ensuring accuracy, timely delivery, and compliance with established departmental reporting requirements.
- Analyzes operational workflows and develops strategies to resolve program-related issues by recommending policy, procedural and operational improvements to enhance efficiency, effectiveness, and compliance with departmental standards.
- Provides customer support related to software integration and system functionality, including identifying, assessing, and resolving issues to maintain continuous and effective operations.
- Prepares and distributes job status reports to multiple agencies, including LARA, MDOS, and Treasury. Reviews, approves, and releases special handling warrants, payroll liens, garnishments, levies, and vendor payments, ensuring compliance with established policies, procedures, and statutory requirements.
- Updates, monitors, and reports job status information as required to support accurate and timely processing of agency payments, ensuring adherence to established policies, procedures, and reporting requirements.
- Generates and analyzes postage usage reports, chargeback information, and account summaries to support fiscal monitoring, cost allocation, and compliance with departmental reporting requirements.
- Monitors and evaluates departmental budgets for postage and office supplies, ensuring expenditures align with established policies, funding levels, and operational requirements.
- Identifies, analyzes, and tracks savings opportunities by evaluating presort discounts, automation rates, and optimized mailing methods, ensuring efficient use of resources and adherence to departmental cost-management objectives.

Duty 2**General Summary:****Percentage: 20**

Operates and administers specialized mailing software(s).

Individual tasks related to the duty:

- Provides support for specialized mailing software and integrated systems by identifying issues, evaluating system functionality, and assisting users to ensure efficient and compliant operational processes.
- Maintains compliance with U.S. Postal Service requirements by ensuring accurate mail preparation, timely and accurate eDoc submissions, and adherence to Full-Service IMb standards to support efficient and compliant mailing operations.
- Oversees and monitors USPS Scorecard and mailing performance metrics to evaluate compliance with Full Service IMb requirements, identify deficiencies, and support continuous improvement of mailing operations.
- Oversees and evaluates presort operations, automation features, and cost-efficient mailing methods to identify savings opportunities, reduce expenses, and enhance productivity in support of departmental mailing functions.
- Identifies and evaluates opportunities to streamline mailing processes by analyzing SendPro and BlueCrest automation features, supporting increased efficiency, accuracy, and operational effectiveness.
- Documents operational procedures, develops user guides, and provides training to staff on software functionality to support consistent practices, improve user competency, and ensure adherence to departmental standards.

Duty 3**General Summary:****Percentage: 10**

Other duties as assigned.

Individual tasks related to the duty:

Including, but not limited to:

- Open, monitor, and track vendor support tickets with Pitney Bowes, BlueCrest, and other partners.
- Assist management with special projects, including generating data to determine efficiencies, production metrics and task monitoring.
- Respond to customer and vendor phone calls, emails and all other inquiries.
- Establish written procedures and design forms and service guides as necessary for implementation of the program and for the education of customers.
- Review and write procedures.
- Design forms to educate customers about services and USPS partner regulations.
- Develop evaluation tools for production application and training purposes.

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

Independent decisions and personal initiative necessary to determine how work assignments can be most efficiently completed.

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

Finalization of policies, procedures and strategies, communications around confidential and sensitive information.

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.

Requires prolonged periods of sitting and working at a computer and can also include standing, walking, lifting, and bending. The individual must be capable of working under high stress situations due to strict deadlines.

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 serves as an analyst responsible for supporting the operations of a multifaceted statewide mailing bureau. The role centers on evaluating program data, interpreting operational trends, and coordinating workflows to ensure effective service delivery to partner agencies. It emphasizes analytical oversight of processes involving mailing systems, operational software, and vendor-supported equipment. Key responsibilities include assessing internal customer needs, identifying opportunities for improvement, and supporting cost-effective operations through data-driven insights, budget awareness, and strategies that enhance overall efficiency.

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 function of the work area is to provide a full range of automated centralized mail services for state agencies and qualified schools, colleges, universities, municipalities, and county services statewide. This position supplies a key element in providing centralized U.S. Mail services.

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.

Alternate Education and Experience**Departmental Analyst 9 - 12**

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent customer relation skills, ability to effectively communicate with supervision, co-workers, service partners, customers and vendors. Experience with SIGMA is beneficial.

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.

N/A

I certify that the entries on these pages are accurate and complete.

STACI ERICKSON

8/7/2026

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