

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)
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Office of Continuous Improvement
5. Working Title (What the agency calls the position) Continuous Improvement Analyst	11. Section Project 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 GRANDY-MILLER, HOLLY T; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Elliott-Larson Building, Lansing, MI / Monday - Friday; 8:00 am to 5:00 pm
14. General Summary of Function/Purpose of Position This position functions as a lean process improvement facilitator on the Office of Continuous Improvement (OCI) Projects Team. This position carries out a limited range of duties to analyze and assist with the delivery of process improvement/reengineering, performance improvement, meeting 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

Provide facilitation to support and instruct Lean Process Improvement teams and guide team development and productivity.

Individual tasks related to the duty:

- Design, arrange and conduct process improvement workshops by using approved methodologies.
- Provide implementation support with the plans and meet with the team regularly for status updates, follow-up services, assist with removing impediments to success, as well as drafting success stories to promote the outcome of the LPI.
- Provide coaching and consulting to teams regarding process improvement tools and approaches.
- Create implementation documentation and facilitate update meetings along with create final workshop documentation to complete workshop close-out process.
- Make effective, tactful presentations to both individuals and project teams to present the benefits of LPI to leadership and workgroup participants, lead workgroup in presenting outcomes of LPI to leadership/sponsors and create outcomes of LPI to additional stakeholders as requested.

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 the performance needs and gap between existing and desired results.
- Analyze the causes and reasons for performance gaps.
- Detect and or design intervention strategies.
- Design an implementation plan.

Duty 3

General Summary:

Percentage: 10

Assist with the analysis of performance data on process improvement projects.

Individual tasks related to the duty:

- Research and collect data regarding organizational trends and process metrics.
- Assist in the collection of process performance data.
- Assist in 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 employe 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.

N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Approve work.
N Review work.
N Provide guidance on work methods.
N 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 functions as a lean process improvement facilitator on the Office of Continuous Improvement (OCI) Projects Team. This position carries out a limited range of duties to analyze and assist with the delivery of process improvement/reengineering, performance improvement, meeting facilitation, and strategic planning efforts.

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 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 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:

- Ability to:
 - plan, coordinate, and expedite work projects.
 - maintain effective relationships with a wide variety of internal and external customers.
 - facilitate meetings and large work groups.
- Strong written and verbal communication skills.
- Knowledge of lean/continuous improvement principles.
- Certified Facilitator in the State of Michigan's Lean Process Improvement Methodology is preferred, but not required.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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

5/5/2026

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