

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> TECH, MGMT AND BUDGET - IT
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Chief Technology Officer
<b>4. Civil Service Position Code Description</b> Departmental Manager-3	<b>10. Division</b> Business Operations Support Services
<b>5. Working Title (What the agency calls the position)</b> Business Services Manager	<b>11. Section</b> OCTO Communications, HR, and Training
<b>6. Name and Position Code Description of Direct Supervisor</b> MILLER, LYNDA K; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BISSELL, MARY M; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 515 Westshire Drive, Lansing, MI / Monday - Friday; 8:00 am - 5:00 pm

**14. General Summary of Function/Purpose of Position**

This position serves as a first-line professional manager of professional positions in a complex business services work area. This position is responsible for overseeing OCTO Business services including supporting the organization in several coordination activities including human resources, training, business process management and IT communications including internal and external IT communications. As a first line manager, this individual is responsible for providing a teamwork environment, coaching and mentoring staff, assigning resources, and assisting with decisions. This position also leads both external and internal communication activities and works closely with the Director on a consistent organizational tone.

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: 45

#### Staff Management

Supervise, determine work priorities and coordinate work activities of the staff involved in OCTO Business services including supporting the organization in several coordination activities including human resources, training, business process management and IT communications. Specifically, the staff analyzes all communications needs, develops training and education strategies, and executes all messages using multiple media methods. Media methods involved include website, printed publications, public presentations, communications metrics, strategic goals, targeted email messages, surveying of customers and internal staff, and responses to transactional activities.

#### Individual tasks related to the duty:

- Determine appropriate team staff level, screen candidates resume, conduct interviews, and make the successful candidate recommendation ensuring equal employment opportunity and Department of Civil Service practices are met.
- Identify and assign training needed to maintain best-in-class practices, especially as it relates to social media management, ADA compliance, intranet management, and instructional design techniques.
- Assign resources such that business demands are met and turnaround meets established standards. Monitor inbound work to ensure timeliness of delivery.
- Determine and manage the teamwork priorities determined by the business needs of CTO- Business Operations Support Services.
- Conduct performance reviews through the review of assignments completed and work techniques.
- Analyze the impact of changes prior to implementation.
- Conduct staff meetings on a consistent basis. Identify personnel problems and provide effective resolutions.
- Communicate effectively with staff encouraging two-way dialogues. Ensure process changes are communicated timely and effectively with section staff.
- Develop an appropriate reporting structure.
- Develop and monitor IDP's for employees.

#### Duty 2

General Summary:

Percentage: 20

#### Leadership

Promotes DTMB and OCTO missions and visions by creating a positive team atmosphere supporting the goals. Recognizes individual and team successes. Contributes to maintaining the integrity of the organization. Displays high standards of ethical conduct. Encourages risk taking by providing staff latitude, discretion, and independent judgement. Supports and lead staff in a teamwork culture. Models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

#### Individual tasks related to the duty:

- Recognizes individual and team successes.
- Contributes to maintaining the integrity of the organization.
- Displays high standards of ethical conduct.
- Encourages risk taking by providing staff latitude, discretion, and independent judgement.
- Supports and leads staff in a teamwork culture.
- Models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily

#### Duty 3

General Summary:

Percentage: 20

#### Organizational Tone and Knowledge Base

Meet with the Division Director as needed on matters to determine the approach and tone for internal and external communications as it relates to section content. Ensure that direction and tone is delivered consistently. Ensure that the leadership team understands the tone and direction and that they are consistent with that tone. Similarly provide the director with data from surveys, focus groups and other resources to help in tone and direction setting.

Meet with the Division Director regarding OCTO Business services including supporting the organization in several coordination activities including human resources, training, business process management and IT communications.

**Individual tasks related to the duty:**

- Provide overall guidance to staff.
- Stay current on current trends in training, process management and IT communications.
- Read content in Gartner, Infotech, Pluralsight, magazines, books, and other literature to ensure the highest level of competence to support the teams knowledge base.
- Attend training, seminars, industry conventions, and train others regarding issues, solutions, etc.

**Duty 4**

**General Summary:**

**Percentage: 15**

**Process Management**

The process manager oversees the daily execution of the process design and assigns resources to ensure that the process runs successfully and meets business needs. Promotes a customer focused work environment and advocates for customer needs. Ensures that changing customer demands are met by the process. Establishes and maintains cross process integration to ensure service delivery.

**Individual tasks related to the duty:**

- Manage process activities ensuring the business needs of the team are met.
- Utilizing Azure Dev Ops board, managing the staff capacity and planning to ensure business needs are met in a defined timeline.
- Manages process requirements to avoid conflicts with other sections.
- Promote a customer-focused work environment advocating for customer needs.
- Assist in defining the process ensuring changing customer service needs are met.
- Confer with SAM 15 to establish process performance indicators and ensures data collection is completed for the process.
- Manage the process' effectiveness and efficiency to the desired outcome.
- Participate in the development of Service Level Agreements and/or Memorandums of Understanding as needed to support the process.
- Implement updates to an ever changing business process focusing on business improvements.
- Advises and assists ensuring cross-process integration is established and maintained.

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

Decisions necessary to carry out the tasks listed in 14 and 15.

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

Media, DTMB Strategy; filling of position vacancies, or major expenditures.

**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.**

Inflexible deadlines, ability to work under pressure, responsive to needs of the director for outbound communications after normal work hours. Responding to a variety of questions from diverse groups requiring patience, understanding and the ability to communicate in a clear and effective manner.

This is an office environment using a computer most of the day. You will be required to retrieve materials from the copier and facsimile equipment throughout the day. Standing, stooping, walking, sitting, kneeling, bending are all required in order to successfully complete the tasks of this position.

**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.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
ANDERSON, JESSICA L	DEPARTMENTAL SPECIALIST-2-FZN 13	CATEY, KASSANDRA C	INFO TECH PRGMR ANALYST-E P11

**Additional Subordinates**

Hiring are will be establishing at least one if not two Departmental Analyst 9-P11.

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work.  |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests.            | <input checked="" type="checkbox"/> Review work.  |

Y Approve time and attendance.

Y Orally reprimand.

Y Provide guidance on work methods.

Y 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 a first-line professional manager of professional positions in a complex business services work area. This position is responsible for overseeing OCTO Business services including supporting the organization in several coordination activities including human resources, training, business process management and IT communications including internal and external IT communications. As a first line manager, this individual is responsible for providing a teamwork environment, coaching and mentoring staff, assigning resources, and assisting with decisions. This position also leads both external and internal communication activities and works closely with the Director on a consistent organizational tone.

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?

This function manages the creation and maintenance of policies, coordination of requests within the Business Services team related to OCTO Communications, HR, and Training. The manager will work with internal OCTO sections to communicate the Standard Operating procedures for Training programs, IT Communications, and coordination with DTMB HR policies, as well as, with external executive DTMB to coordinate communication goals.

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 Manager 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:**

- Knowledge of:
  - the methods of program planning, development and administration.
- Ability to:
  - communicate effectively, both verbally and in writing.
  - establish and maintain effective working relationships at all management levels.
  - develop and implement policies, procedures, and solutions to problems.

**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

3/3/2025

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