

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTCHTRE

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 Tech Trainee-E	10. Division Logistics & Operations Support
5. Working Title (What the agency calls the position) Departmental Technician	11. Section Delivery Services
6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL MANAGER-2	12. Unit Administration
7. Name and Position Code Description of Second Level Supervisor VACANT; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7461 Crowner Drive, Lansing, MI 48813 / Monday - Friday, 7:30 am - 4:00 pm

14. General Summary of Function/Purpose of Position

This position performs a full-range of technical assignments in support of bureau, division, and section services for customers statewide. Work is performed through application of knowledge, methods, practices, procedures, policies and regulations, ensuring customer requirements are met. Compiles, reviews and prepares financial and statistical data for the division and sections. Use independent judgment in making decisions based on established methods and procedures.

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

Performs a variety of technician assignments in support of mail and delivery services. Compile, review and prepare financial and other transportation data.

Individual tasks related to the duty:

- Prepare performance analysis and metrics, and maintains fleet analysis data.
- Review transportation services provided for applicable class of service, prepares billing documents, invoices, receipts and customer statements.
- Calculate charges based on freight class, time, labor, weight, or National Freight Rates. Use spreadsheets and software to calculate charges.
- Work in conjunction with Financial Management in rate development and restructuring.
- Research, compile and recommend revisions in rules, forms procedures and financial rates for section and division.
- Conduct special studies to improve efficiencies and economics of scale in transportation services.
- Prepare monthly reports.
- Set-up and activate new administrative mailing services users.
- Log all work orders associated with delivery and freight.

Duty 2

General Summary:

Percentage: 20

Provide technical assistance to state agency customers for transportation service requirements, including third party transportation.

Individual tasks related to the duty:

- Answer inquiries regarding functions, rules, regulations and policies and timing for transportation needs.
- Maintain and update schedules and equipment records and needs.
- Research and evaluate customer complaints and determine need for further review or action.
- Receive, records and processes request for agency transportation services.
- Coordinate with third party transportation providers to handle overflow or requests beyond DTMB Transportation Services capabilities.

Duty 3

General Summary:

Percentage: 10

Perform related work as assigned.

Individual tasks related to the duty:

- Maintain and provide historical data for managers to use in performing analysis.
- Assist with studies and analysis to determine volume of freight shipped by different customers.
- Send monthly renewal requests for administrative post office boxes.
- Update addresses and accounting changes for administrative post office boxes.
- Perform administrative purchases as needed.
- Update billing files and address changes for inter-departmental mail.

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

Determine the most cost effective and timely transportation method to meet customer needs. Discern appropriate rate to apply to service invoices. Customers are negatively impacted by the decisions made as they are direct expenses to customer, and miscalculation or incorrect rate results in higher cost.

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

- Procedure changes that could impact operations
- Items needing financial approval

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.

Some physical effort is required. Work is performed primarily in an office environment

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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | 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 performs a full-range of technical assignments in support of bureau, division, and section services for customers statewide. Work is performed through application of knowledge, methods, practices, procedures, policies and regulations, ensuring customer requirements are met. Compiles, reviews and prepares financial and statistical data for the division and sections. Use independent judgment in making decisions based on established methods and procedures.

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?

Functions of work area is delivery services that support state agencies and all branches of state government. This position is a key function as it interfaces with state agency requests for logistical services to support their business operations.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician (Trainee) 7 Two years of experience in a 7 level or higher non-administrative support ECP Group One classification. OR One year of experience as a first-line supervisor in an ECP Group Three classification. Departmental Technician 7 Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to:
 - communicate both verbally and in writing, clearly and concisely.
 - deal with agency customers in a courteous and tactful manner.
 - make decisions accurately and quickly.
- Must be able to carry out orders in an expeditious manner.
- Some knowledge of office practice, and procedures.
- Knowledgeable of Federal DOT regulations, Basic arithmetic and computer skills required.

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

11/20/2025

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