

**Position Code**

1. STDDADM1Q27N

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

This position description serves as the official classification document of record for this position. Please complete this form 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>
Vacant	Licensing & Regulatory Affairs
<b>3.Employee Identification Number</b>	<b>9.Bureau (Institution, Board, or Commission)</b>
	Public Service Commission (PSC)
<b>4.Civil Service Position Code Description</b>	<b>10.Division</b>
State Administrative Manager 15	Strategic Operations
<b>5.Working Title (What the agency calls the position)</b>	<b>11.Section</b>
Section Manager	Communication
<b>6.Name and Position Code Description of Direct Supervisor</b>	<b>12.Unit</b>
Cathy Cole, State Division Administrator 17	
<b>7.Name and Position Code Description of Second Level Supervisor</b>	<b>13.Work Location (City and Address)/Hours of Work</b>
Dan Scripps, Chairman, Unclassified	7109 W. Saginaw Hwy, Lansing, MI 48917 M-F; 8:00 am – 5:00 pm

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

Serve as the manager of the Communications Section. This position is responsible for day-to-day operations including planning and directing the goals and objectives of the office and supports the Chairman of the Michigan Public Service Commission (PSC). This position is responsible for the Implementation of Commission's communications plan.

**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 of Duty 1**

**% of Time 40**

Organize, manage and direct the activities and resources of the Communications Section.

**Individual tasks related to the duty.**

- Set priorities and objectives for the office; formulate long-range plans.
- Assign, review and approve subordinates work.
- Assess effectiveness of operations; develop office policies and procedures to address areas of need.
- Advise staff in the resolution of sensitive, complex and precedent-setting situations; determine the appropriate course of action; assign responsibilities and monitor actions and responses.
- Motivate staff toward the accomplishment of PSC's mission and strategic plans.
- Interview, select, and recommend staff, ensuring diversity in hiring and promotions.
- Ensure staff are properly trained to perform their responsibilities; identify areas where training is needed.
- Evaluate and verify employee performance through the review of completed work assignments, deadlines met, and work techniques. Conduct timely performance evaluations. Counsel as needed to improve performance.
- Take disciplinary action when necessary, ensuring that all Civil Service and labor contract obligations are met and that the actions are carried out in a fair manner. Hear discriminatory harassment claims from employees and take immediate action.
- Approve or deny annual leave requests; make sure appropriate documents are filed for extended use of sick leave or workers compensation matters; approve time.
- Establish career development and training activities for staff.

Duty 2

**General Summary of Duty 2**

**% of Time 45**

Direct the development of the communications strategy and communications plan for the organization. Direct the preparation and release of public information and educational materials, including all PSC news releases reflecting the communications strategy.

**Individual tasks related to the duty.**

- With input from the Commissioners, COO, and Strategic Operations Division, develop and implement a communications plan and strategy for the agency.
- Propose recommendations to increase agency outreach and propose changes to make agency outreach as effective as possible, including virtual outreach opportunities.
- Work with Commissioners on high publicity issues; identify when and how media information will be released.
- Provide recommendations to PSC on responses to utility company publicity plans and materials.
- Identify news releases and public relations matters related to the work of the PSC, regulated companies and their respective industries and related, but non-regulated, companies.
- Oversee the PSC's website content, social media content, and conduct media relations.
- Develop and disseminate educational materials for customers and stakeholders.
- Conducting outreach and events for the PSC.
- Arranging formal and informal hearings with commissioner participation.
- Developing new customer tips and stakeholder guides about how to participate in PSC proceedings, address issues with utilities.
- Prepare presentations, talking points, templates, and other communication materials.
- Manage professional development, training, and employee attraction efforts.
- Support PSC staff in the preparation of public materials such as presentations, talking points, website content, etc.

Duty 3

**General Summary of Duty 3**

**% of Time** 10

Coordinate and communicate with the Commissioners and Commission Staff, the Governor's Office, legislators, and interest groups to develop and recommend policies, legislation, or amendments to deal with policy and constituent issues related to Commission regulatory programs.

**Individual tasks related to the duty.**

- Research and resolve constituent issues and questions from the Governor's Office and Michigan Legislature.
- Interprets existing and proposed laws, policies, and procedures as they relate to constituent issues.
- Work directly with Commissioners and Commission Staff if necessary, to solve constituent concerns.
- Recommends alternative strategies to address and resolve a variety of constituent issues.

Duty 4

**General Summary of Duty 4**

**% of Time** 5

Other duties as assigned.

**Individual tasks related to the duty.**

- Manage special projects.

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

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Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

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

Employee performs responsibilities with considerable independent judgment and minimal direction. Decisions can have impact on meeting the goals and objectives of the PSC. This can affect how the PSC, and state are viewed by outside parties. When disciplinary action is necessary. When program changes need to be made to improve effectiveness. Determine Section priorities. How to appropriately represent the PSC to federal and state agencies, utility representatives and public interest groups.

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

Decisions affecting major PSC programs, budgetary or precedent-setting impact.

**18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Work is performed in an office setting. Work frequently involves high profile, stressful matters. Must be able to use a computer keyboard and monitor. Must be able to travel.

**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. (If more than 10, list only classification titles and the number of employees in each classification.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
Amy Rittenhouse	Departmental Analyst 12		
Christine Adams	Departmental Analyst E		
Josh Towslee	Departmental Analyst E		

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

☒ Complete and sign service ratings.

☒ Provide formal written counseling.

☒ Approve leave requests.

☒ Approve time and attendance.

☒ Orally reprimand.

☒ Assign work.

☒ Approve work.

☒ Review work.

☒ Provide guidance on work methods.

☒ 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?**

See duties listed previously.

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

The scope and percentage of Duty 2 has been updated to the following: 45% Direct the development of the communications strategy and communications plan for the organization. Direct the preparation and release of public information and educational materials, including all PSC news releases reflecting the communications strategy. ALSO the tasks were updated to include:

- With input from the Commissioners, COO, and Strategic Operations Division, develop and implement a communications plan and strategy for the agency.
- Propose recommendations to increase agency outreach and propose changes to make agency outreach as effective as possible, including virtual outreach opportunities.

Duty 3 percentage has also changed to the following: 10%

**25. What is the function of the work area and how does this position fit into that function?**

The Communication section is responsible for the implementation of the Commission's communications plan. This includes monitoring all PSC interest related to state and federal utility matters and directing the preparation and release of public information PSC.

This position organizes and directs the responsibilities of the section.

<b>26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?</b>	
<b>EDUCATION:</b> Bachelors' degree.	
<b>EXPERIENCE:</b> Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.	
<b>KNOWLEDGE, SKILLS, AND ABILITIES:</b> Knowledge of: administrative management principles; management tools; personnel and labor relations laws and regulations; effective hiring practices; methods to research, analyze, design, initiate, develop and evaluate programs; supervisory and training techniques; and the legislative process, governmental organization and structure and economic and political business conditions of the State. Strong negotiation and communication skills, both written and oral. Ability to instruct, direct and evaluate employees; plan, direct and coordinate program activities; establish effective policies, procedures and guidelines; analyze, synthesize and evaluate data; maintain favorable public relations; organize and coordinate the work of staff; interpret laws, rules and regulations relative to the work assigned to the Section.	
<b>CERTIFICATES, LICENSES, REGISTRATIONS:</b> None.	
<i>NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.</i>	
<i>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.</i>	
_____ <b>Supervisor's Signature</b>	_____ <b>Date</b>
<b>TO BE FILLED OUT BY APPOINTING AUTHORITY</b>	
Indicate any exceptions or additions to statements of the employee(s) or supervisors.	
<i>I certify that the entries on these pages are accurate and complete.</i>	
_____ <b>Appointing Authority Signature</b>	_____ <b>Date</b>
<b>TO BE FILLED OUT BY EMPLOYEE</b>	
<i>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.</i>	
_____ <b>Employee's Signature</b>	_____ <b>Date</b>

**NOTE: Make a copy of this form for your records.**