

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL2M50N

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) Customer Experience
4. Civil Service Position Code Description DEPARTMENTAL SPECIALIST-2	10. Division Relationship Management
5. Working Title (What the agency calls the position) Relationship Management Administrative Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor EPPS-GUZEK, STEPHANIE L; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor MEEK-DAVIS, STEPHEN P; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Elliott-Larsen Building, 320 S Walnut St, Lansing, MI 48933 / 8:00AM - 5:00PM, Monday - Friday

14. General Summary of Function/Purpose of Position

This position serves as an administrative assistant to the Relationship Management Division Director and will assist them with administering the general work of the division. The Relationship Management Division provides supplier relationship management, customer support, communications to Procurement and agency procurement areas, and provides enterprise risk management services to the entire executive branch of state government. Additionally, the division is responsible for human resource coordination, employee engagement, budgets, and space-related issues on behalf of Central Procurement Services.

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: 35

Assists the Relationship Management Division Director with carrying out tasks related to administering the general work of the division.

Individual tasks related to the duty:

- - Serve as liaison between Central Procurement Services and DTMB-Director's Office staff on questions related to agency customer issues, projects, and service level agreement performance.
 - Works with managers of the Relationship Management Division to ensure agency customer needs are communicated and addressed.
 - Advises Relationship Management Division Director and office executive management on division-related issues and concerns.
 - Develops, monitors, and reports on operational Key Performance Indicators (KPIs).
 - Identifies potential and actual issues in CPS KPIs and reports to Relationship Management Division Director
 - Acts as liaison with agencies to identify KPIs for monitoring through utilization of MiProData and reports any potential and actual issues with agency KPIs during quarterly touch-point meetings with the agency and the Division Director.
 - Develops and recommends division-related policies and procedures.
 - Maintains a detailed and up-to-date understanding of Central Procurement Services business practices and policies, and the effects on client agencies.
 - Serves as liaison between CPS, ERM, and vendor(s) on the development and possible implementation of the Vendor Insurance Program.
 - Evaluates recommendations from vendor's consultant(s), assists in coordinating townhall discussions with State of Michigan vendors, reviews data and compiles reports, and serves as technical advisor for all state procurement and ERM matters.

Duty 2

General Summary:

Percentage: 30

Acts as office liaison for CPS Employee Engagement, office mentoring, and employee performance programs.

Individual tasks related to the duty:

- Researches, collects, consolidates, analyzes, and maintains data necessary to accomplish to goals of the employee engagement and performance program(s).
- Administers and evaluates the employee recognition and employee performance programs, recommends policy and procedures, and recommends modifications to achieve greater efficiency and effectiveness.
 - Develops plans for the recognition program, including study and analysis of nominations, formulation of awards, and preparing program budget recommendations.
 - Coordinates and conducts meetings with program ambassadors and management to review recognition results and make award selections.
- Acts as office liaison between CPS management, senior staff, and new employees to coordinate new employee onboarding procedures and mentoring.
 - Conducts 30-day and 6-month confidential, new employee one-on-one's, compiles data, and makes recommendations for new onboarding procedures, policies, and practices.
 - Reviews and recommends criteria for new employee training and best practices to help alleviate employee turnover.
 - Administer and evaluate office mentoring program, create policies and procedures to achieve greatest effectiveness in reducing employee turnover.
- Develops plans for the performance program, including 360 surveys for all Central Procurement employees and customer surveys, perform analysis of results and provide reports to management.
- Analyzes DTMB Employee Engagement Survey results for CPS and develops plans to address unsatisfactory responses.
 - Coordinates and conducts meetings with CPS Senior Staff, as well as CPS staff to discuss survey results.
 - Engages with CPS staff to determine root causes for low scores and develop recommendations on how to address score improvement.
 - Acts as a liaison with CPS Senior Staff to present improvement ideas and enact implementation strategies.
- Assembles and evaluates data necessary to create quarterly program reports.

Duty 3

General Summary:**Percentage: 20**

Acts as office liaison for budget and human resources coordination.

Individual tasks related to the duty:

- Develops and tracks personnel requisitions for Central Procurement Services and Enterprise Risk Management, including document development and analysis, and prepares employment recommendations.
- Collects, consolidates, analyzes, and maintains budget and spend data necessary to meet quarterly reporting and evaluation requirements, and the goals of Central Procurement Services and Enterprise Risk Management.
- Prepares DTMB-CPS and ERM budget information and works with Financial Services to maintain budgets necessary for satisfactory office function.
- Coordinates special funding requests with the DTMB Budget Office, including preparing request presentations, speaking on behalf of the Division Director at legislative hearings, and developing new administrative fees and rates for review and approval by the DTMB Rates Committee.

Duty 4**General Summary:****Percentage: 15**

Performs other duties as assigned by the Division Director.

Individual tasks related to the duty:

- Conducts special projects and studies assigned to Relationship Management Division.
- 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.

Research methodology, daily priority setting, and routine communication inquiries. Program areas/employees within the Division Director's organization are impacted.

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

Finalization of policies, procedures and strategy; communications around sensitive issues.

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 physical effort normally associated with a general 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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

Assisting the Relationship Management Division Director in carrying out tasks related to maintaining relationships with Central Procurement Services' agency customers and application of all Enterprise Risk Management programs and procedures. All tasks in duties 1-4 are essential.

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

New duties and responsibilities since the position was last reviewed are:

- Develops, monitors, and reports on operational Key Performance Indicators (KPIs).
- Researches, collects, consolidates, analyzes, and maintains data necessary to accomplish to goals of the employee engagement and performance program(s).
- Administers and evaluates the employee recognition and employee performance programs, recommends policy and procedures, and recommends modifications to achieve greater efficiency and effectiveness.
- Acts as office liaison between CPS management, senior staff, and new employees to coordinate new employee onboarding procedures and mentoring.
- Develops plans for the performance program, including 360 surveys for all Central Procurement employees and customer surveys, perform analysis of results and provide reports to management
- Analyzes DTMB Employee Engagement Survey results for CPS and develops plans to address unsatisfactory responses.
- Assembles and evaluates data necessary to create quarterly program reports.
- Develops and tracks personnel requisitions for Central Procurement Services and Enterprise Risk Management, including document development and analysis, and prepares employment recommendations.
- Collects, consolidates, analyzes, and maintains budget and spend data necessary to meet quarterly reporting and evaluation requirements, and the goals of Central Procurement Services and Enterprise Risk Management.
- Prepares DTMB-CPS and ERM budget information and works with Financial Services to maintain budgets necessary for satisfactory office function.
- Coordinates special funding requests with the DTMB Budget Office, including preparing request presentations, speaking on behalf of the Division Director at legislative hearings, and developing new administrative fees and rates for review and approval by the DTMB Rates Committee.

Duty 2 Section: An increase in Duty 2 percentage from 20% to 30%

Duty 3 Section: An increase in Duty 3 percentage from 10% to 20%

Adding of Duty 4 at 15%.

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

As a division of the Department of Technology, Management and Budget, Central Procurement Services, the Relationship Management Division provides supplier relationship management, customer support, communications to Procurement and agency procurement areas, and provides enterprise risk management services to the entire executive branch of state government. Additionally, the division is responsible for human resource coordination, employee engagement, budgets, and space-related issues on behalf of Central Procurement Services. This position serves as an executive assistant to the Division Director.

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 Specialist 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:

Ability to act independently

Strong analytical and research skills

Excellent communication skills

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.

SHANITRA FLUELLEN

7/15/2025

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