

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

Position Code
1. STDDADM1U84N

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 CIV RGHT CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Enforcement
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division
5. Working Title (What the agency calls the position) Enforcement Manager	11. Section
6. Name and Position Code Description of Direct Supervisor TREVINO, MARCELINA; STATE BUREAU ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor WOOLRIDGE, KIMBERLY C; DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work Various, Michigan / Monday-Friday 8am-5pm

14. General Summary of Function/Purpose of Position

The incumbent assists the Director of Enforcement in the management, overview, and resolution of civil rights complaints that are within mediation, reconsideration, outreach activities and similar management responsibilities. The incumbent serves as the Manager responsible for oversight of the work of the assigned staff in various Enforcement processes, including but not limited to mediation, reconsideration, and additional legal issues. The incumbent is responsible for ensuring that all work performed in these areas meets department expectations for timeliness, quality and excellence. The incumbent works in a collaborative and proactive manner with other organizational units including, but not limited to, other Enforcement areas, Community Engagement, Development, Innovation & Access, and the Executive Office. The incumbent may share responsibility for continuing effective ongoing department relationships with external partner organizations. Maintaining confidentiality and integrity are essential in this position.

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: 50

Manage and advise the Mediation Unit and Reconsideration Unit.

Individual tasks related to the duty:

- Provide assistance as needed or when requested, helping the mediation unit staff and reconsideration unit staff complete their assigned tasks within the guidelines set by the department and the Director of Enforcement.
- Provide managerial oversight to mediation unit staff and reconsideration unit staff and help establish consistent implementation of the Enforcement Division policies and procedures.
- Review caseloads to assure progress in the Mediation Unit and Reconsideration Unit and other areas, as assigned by the Director of Enforcement.
- Ensure that quality of work is consistent with department guidelines and provide feedback to the Director of Enforcement.
- Generate reports and review work to ensure work is completed in accordance with policies and procedures.
- Prepare and administer performance evaluations for the mediation unit staff and reconsideration unit staff.
- Assess performance of mediation unit staff and reconsideration unit staff and work collaboratively with the Human Resources Office to recommend corrective action, where appropriate.

Duty 2

General Summary:

Percentage: 10

Responsible for personnel, human resources and labor relations actions as it relates to Enforcement Mediation Unit and Reconsideration Unit, or as assigned by the Director of Enforcement.

Individual tasks related to the duty:

- Handle and approve personnel transactions relating to the establishment of new positions, hiring, transfer, leaves, etc.
- Conduct investigations into allegations of misconduct, harassment, and other internal investigations as assigned and make corrective action recommendations.
- Participate in grievance meetings, arbitration hearings, and other proceedings.
- Conduct selection processes to fill vacant positions.
- Review performance of colleagues and implement methods and means to improve performance.
- Attend and participate in Labor/Management and secondary negotiation meetings on behalf of the Enforcement Bureau.

Duty 3

General Summary:

Percentage: 10

Responsible for overseeing the professional development of assigned Enforcement staff, including but not limited to Mediation staff and Reconsideration staff.

Individual tasks related to the duty:

- Responsible for orientation and training of staff.
- Assess training and professional development needs for mediation unit staff and reconsideration unit staff and create/provide/arrange training according to their needs.
- Coach and assist mediation unit staff and reconsideration unit staff in their assessment of their unit members' professional development needs.
- Assist in conducting formal staff meetings involving mediation unit staff and reconsideration unit staff on a regular basis to keep them informed of procedural changes and to discuss concerns and staff issues. Engage in effective and creative problem-solving.
- Attend unit meetings to provide oversight to the staff, share information, and receive input from colleagues.

Duty 4

General Summary:

Percentage: 10

Assist with the development of policies. Assist with Enforcement programs regarding jurisdictional matters, including but not limited to Artificial Intelligence and Disparate Impact.

Individual tasks related to the duty:

- Keep abreast of civil rights laws, court decisions and labor laws and assist the Director of Enforcement in developing and implementing new policies, procedures and techniques. Review and interpret policies to colleagues.
- Participate in program planning for Enforcement on a yearly basis and establish objectives and priorities for the division, including but not limited to Artificial Intelligence and Disparate Impact.
- Develop Enforcement programs and draft policies and procedures for implementation within Enforcement, including collaboration and work with the Office of Legal Affairs.

Duty 5

General Summary:

Percentage: 10

Gather, Compile, analyze and prepare reports for Enforcement, and other duties as assigned.

Individual tasks related to the duty:

- Use reports, documents, observations, feedback and statistical tools to compile, analyze and prepare reports and compose letters relevant to the programs and service options of Enforcement, including but not limited to Mediation and Reconsideration.
- Make recommendations as appropriate based on analysis of reports.
- Represent the department at conferences and meetings with agencies.
- Manage special projects as assigned and perform other duties.

Duty 6

General Summary:

Percentage: 10

Formulate short and long range plans for Enforcement, including but not limited to Mediation and Reconsideration.

Individual tasks related to the duty:

- Analyze work processes and formulate current and long range programs, plans, and policies for the Mediation Unit and Reconsideration Unit.
- Generate innovative solutions in the work of the Mediation and Reconsideration units.
- Work strategically with the Director of Enforcement to broaden current and monitor strategic partnerships, including but not limited to the Dispute Resolution Centers.
- Perform 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.

Evaluate work performance of colleagues. Determine work schedules of colleagues. Make work assignments.

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

Determine policy that may have department-wide implications. Resolution of grievances over complex matters or serious disciplinary action.

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 work in this position includes working in a standard office environment; however, travel including overnight stays is required to attend meetings and conferences, conduct training, and visit offices and to attend Enforcement matters.

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>
STRINGER, DAVID S	ADMIN LAW SPECIALIST-E P15	CURTIS, BOBBIE A	CIVIL RIGHTS SPECIALIST-2 13

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?

The incumbent assists the Director of Enforcement in the coordination, facilitation and resolution of civil rights complaints, concerns, mediation, reconsideration, and similar management responsibilities. Incumbent manages the assigned Enforcement Division staff and directs colleagues engaged in a broad range of civil rights activities related to the Enforcement process on a statewide basis. Maintaining confidentiality is essential in this position.

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

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

The Director of Enforcement is responsible for providing overall executive direction for the department work related to the Enforcement Bureau. This position assists the Director of Enforcement and directs and coordinates the work of the bureau that includes but is not limited to the Mediation Unit and Reconsideration Unit. The department's Enforcement Division is responsible for all programs and services related to the enforcement of Civil Rights laws in Michigan and numerous Enforcement units are located throughout the state comprised of various Investigative staff, mediation staff, and reconsideration staff. The Mediation staff is responsible for coordinating and conducting mediation conferences to resolve certified complaints. The Reconsideration work of the unit, includes assuring that Claimants receive due process through the appeal process. The Enforcement Bureau assures also direct reports adhere to department policies, procedures, and performance expectations; provide excellent customer service; produce quality work products, conduct thorough investigations and document all work in accordance with department policies, procedures and guidelines. The manager is also responsible for coordinating and/or providing training and development to direct reports; conducting unit meetings and individual workload reviews; providing accurate performance evaluations; and issuing corrective action when deemed appropriate.

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:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of state and federal laws and legislative processes related to the work. Extensive knowledge of federal, state, and local relationships that impact the operations of a department. Extensive knowledge of current literature in the field. Extensive knowledge of training and supervisory techniques. Extensive knowledge of employee policies and procedures. Thorough knowledge of state government organization and functions. Thorough knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting. Thorough knowledge of methods of planning, developing, and administering programs. Thorough knowledge of fiscal planning and management. Thorough knowledge of staffing requirements as to type, number, and training necessary for the accomplishment of program goals. Thorough knowledge of labor relations and equal employment opportunity policies and procedures. Thorough knowledge of public relations techniques. Ability to instruct, direct, and evaluate employees. Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved. Ability to analyze and appraise facts and precedents in making administrative decisions. Ability to formulate policies and procedures based on information of a conceptual nature from varied and complex sources. Ability to establish and maintain effective relationships with government officials, private industry officials, professional personnel, and others. Ability to communicate effectively.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of a Juris Doctorate and membership in good standing with the Michigan Bar.

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.

BERNITA KISSANE

1/14/2026

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