State of Michigan
Civil Service Commission

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

Position Code
1. DEPTMGR3

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** STATE POLICE
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** State Services Bureau
4. Civil Service Position Code Description DEPARTMENTAL MANAGER-3	**10. Division** Intelligence Operations Division
5. Working Title (What the agency calls the position) Communication Center Unit Manager	**11. Section** Regional Communication Centers Section
6. Name and Position Code Description of Direct Supervisor VACANT; STATE ADMINISTRATIVE MANAGER-2	**12. Unit** Regional Communication Centers South Unit
7. Name and Position Code Description of Second Level Supervisor MATTHEWS, RAYMOND J; INSPECTOR	**13. Work Location (City and Address)/Hours of Work** 7150 Harris Drive, Dimondale, MI 48821 / Mon-Fri 8am - 5pm

14. General Summary of Function/Purpose of Position

This position provides for the administration and operation of the MSP Southern Regional Communication Centers Unit. Lansing and Detroit, which is responsible for providing administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. As the Unit Manager, this person is responsible for program development and administration of a complex work area, including analyzing program operations, establishing Unit priorities, and directing and participating in the development and evaluation of policies and procedures. In addition, the manager is responsible for a variety of personnel matters; budgeting and financial management; and overseeing special projects and initiatives assigned by Section and Division Management. This position will perform functions in a bias free manner.

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:** **40**

Personnel management and supervision.

Individual tasks related to the duty:

- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees
- Evaluates and verifies personnel performance through the review of completed assignments and work techniques. Completes performance appraisals and reviews appraisals completed by subordinate employees.
- Monitors adherence by the communication centers to the Quality Assurance program and approve performance improvement plans.
- Identify staff development. Determines overall training needs to support the Unit's operations and provides direction in the development and scheduling of a professional development training program.
- Ensure proper labor relations and conditions of employment are maintained. Resolve employee concerns and problems. Provides counseling and discipline in accordance with the terms of the bargaining agreements and applicable workplace policies.
- Provides oversight of the recruiting, screening, testing, selection, and training of new Unit personnel.

Duty 2

General Summary: **Percentage:** **40**

Program administration in a complex work area.

Individual tasks related to the duty:

- Assigns, coordinates, and outlines the work methods of subordinate employees.
- Directs and participates in the establishment, administration, and evaluation of programs and services in support of the Unit's duties and responsibilities.
- Directs and participates in the development, interpretation, evaluation, and recommendation of policies, procedures, rules, and regulations for the effective operation of the Regional Communication Centers.
- Conducts research, prepares statistical, management, and narrative reports.
- Maintains an awareness of the respective needs of the posts and specialist units enabling the Regional Communication Center Unit to be responsive and effective in the delivery of service. Works to resolve inter-agency operational issues.

Duty 3

General Summary: **Percentage:** **15**

Budgeting and financial management.

Individual tasks related to the duty:

- Prepare annual unit report for Section Manager approval
- Monitors and approves expenditures by the communication centers and oversees the procurement process. Evaluates programs and equipment in light of budgetary limitations.
- Assists in the preparation of the annual budget, monitors the spending of the communication centers and directs adjustments as needed.
- Monitors the use of overtime, unscheduled annual leave and sick leave. Responds to activity as it affects budgetary limitations or abusive patterns that may arise.

Duty 4

General Summary: **Percentage:** **5**

Perform other duties as assigned by Section and Division management.

Individual tasks related to the duty:

- Gather information and prepare reports
- Attend meetings as required
- Oversee special projects and initiatives
- Perform duties as directed relevant to this classification

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

Prioritize staff activities, interpret standards, rules, and policies - affects staff work assignments and effectiveness of statewide programs.

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

Major deviations from departmental policy, expenditures outside of established spending plan.

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.

Typical office setting - sitting, standing, bending, and general office lifting.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
	EMERGENCY DISPATCH SPV-2 11		
	EMERGENCY DISPATCH SPV-2 11		

Additional Subordinates

Will remove EMEDSPV2A04N: WATSON, BENJAMIN I; EMERGENCY DISPATCH SPV-2 11 and EMEDSPV2A05N: HAAG, JACLYN R; EMERGENCY DISPATCH SPV-2 11, both are supervised by the newly established RCC North Unit Departmental Manager 14.

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

Y	Complete and sign service ratings.	Y	Assign work.
	Provide formal written counseling.		Approve work.

Y		Y	
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	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 provides for the administration and operation of the MSP Regional Communication Centers South Unit, which is responsible for providing administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. As the Unit Manager, this person is responsible for program development and administration, including analyzing program operations, establishing Unit priorities, and directing and participating in the development and evaluation of policies and procedures. In addition, the manager is responsible for a variety of personnel matters; budgeting and financial management; and overseeing special projects and initiatives assigned by Division Management. This position will also act as back-up to the Northern Regional Communication Centers Unit Manager.

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

Updating the current Departmental Manager 14 to reflect the support of the regional communication centers South Unit in response to a reorganization request within IOD/Regional Communication Centers Section. This position will be responsible for the program management of two remote work sites located in Detroit and Lansing.

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

The Southern Regional Communication Center provide administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. In addition, MSP Regional Communication Centers are the default 911 cellular answering point for Michigan and full 911 services under contractual basis. This position is accountable for all the Southern Regional Communication Centers operations.

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:

Experience in personnel and program management, and technical expertise to make sound decisions and achieve assigned goals with limited direction.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

CANDA FLORES	10/13/2026
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**