

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL2

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Specialist-2	10. Division Director's Office
5. Working Title (What the agency calls the position) Language Access Coordinator	11. Section
6. Name and Position Code Description of Direct Supervisor MOUA, ANDREA; STATE ADMINISTRATIVE MAN-FZN	12. Unit
7. Name and Position Code Description of Second Level Supervisor GOBBO, NICHOLAS E; STATE OFFICE ADMINISTRATOR-FZN	13. Work Location (City and Address)/Hours of Work Ottawa Building, Lansing Michigan / M-F, 8 am to 5 pm

14. General Summary of Function/Purpose of Position

This position serves as a Department-wide staff specialist for for language access coordination to comply with the Meaningful Language Access to State Services Act (2023 PA 241), Meaningful Language Access to State Services Policy 1660 & Procedure 1660.01, Title VI of the Civil Rights Act of 1964, and other applicable language access federal and state regulations. As the Language Access Coordinator (LAC), the position will guide the work in developing and implementing LARA's language access plan and will be responsible for ensuring that language access is executed across LARA's administrations, offices, and bureaus and in accordance with applicable legislation. The LAC will also be the point of contact for LARA's Inclusive Access liaisons for effective coordination, technical assistance, and guidance about language access needs and development. This role will serve as LARA's recognized expert and coordinate and language access needs throughout the department.

This position also serves as a Department-wide staff specialist for compliance with Title II of the Americans with Disabilities Act (ADA). This position will be responsible for, among other roles, conducting a self-evaluation of Departmental services, policies, and programs as outlined in 28 CFR 35.105, including extensive stakeholder engagement, and reviewing requests and complaints under the ADA and assisting with digital-accessibility compliance.

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: 45**

Serve as a Department-wide staff specialist for for language access coordination to comply with the Meaningful Language Access to State Services Act (2023 PA 241) and other applicable language access federal and state regulations.

Individual tasks related to the duty:

- Recommends criteria, standards, and guidelines to assess LARA's program structures and determines their compliance and compatibility with the objectives and priorities of the state.
- Interprets existing and proposed laws, policies, and procedures as they relate to the program area. Consults with state, local, and federal government as well as interested parties in this regard.
- Designs and implements methods for program review, evaluation, and cost analysis.
- -Establishes, administers, evaluates programs, and recommends program policies and procedures.
- Identifies and resolves complex barriers related to current or forecasted language access strategies and methods, by analyzing the issue (s), identifying solutions to eliminate or minimize the problem, implement the solution, and communicate appropriate information to prevent future issue(s).
- Coordinates and engages with the state-wide Language Access Coordinator (LAC) and other departments Language Access Coordinators (LAC) for additional resources, best practices, and implementation recommendations.
- Develops program metrics, goals, and plans for implementation.
- Reviews appropriate data sets to anticipate and plan for specific language services needs that create access to LARA systems and services.
- Designs staff training and resources on such subjects.

Duty 2**General Summary:****Percentage: 45**

Serve as a Department-wide staff specialist for compliance with Title II of the Americans with Disabilities Act (ADA).

Individual tasks related to the duty:

- Conduct an initial self-evaluation of all LARA services, policies, and programs as outlined in 28 CFR 35.105.
- Interpret existing and proposed laws, policies, and procedures regarding the ADA and analyze LARA's compliance.
- Coordinate and assist with activities to bring the department into compliance with federal and state digital-accessibility requirements.
- Design and conducts surveys or special studies to determine ADA-compliance needs and to assist in planning, implementing, and evaluating programs.
- Acts as a liaison with other agencies, organizations, and employees to coordinate and perform the self-evaluation.
- Assesses the social, economic, political, operational, and organizational implications of existing and proposed policies and program decisions.
- Formulates procedures, policies, and guidelines for ADA compliance.
- Develops alternative strategies for programs based on analysis and research of the ADA.
- After the initial self-evaluation, continue analyzing ongoing program operations and recommend modifications of policies and procedures to meet ADA-compliance requirements and commitments more effectively.
- Evaluate requests and complaints under the ADA by Interpreting existing laws, policies, and procedures.
- Prepare reports to senior LARA leadership.

Duty 3**General Summary:****Percentage: 10**

Other duties as assigned.

Individual tasks related to the duty:

- Leads special complex projects and workgroups as assigned by management.
- Identifies learning opportunities and presents them to management.
- Leads meetings and presents at conferences as required by management.
- Partners with work areas to address department concerns.
- Performs other duties as directed by management.

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

Knowledge of job and duties to be performed; priorities and deadlines enable self-directed decision-making regarding position duties; and knowledge of and application of statute/rules to unique situations.

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

Policy decisions that establish or effect precedent; program direction affirmations; decisions that could lead to legal challenges; areas that may impacts others in the Department, division, or bureau.

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.

This job is performed in a general office environment, and may be performed remotely depending on operational needs. Physical effort is conducive to an office setting.

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?

All functions in box 14 are essential.

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 Department of Licensing & Regulatory Affairs is responsible for the administration of occupational and professional licenses within the State along with the management of the enforcement of licensing violations. This includes the Department's budget, audit, state vehicle tracking, issuance of state licenses and permits, supports and maintenance of the field and central inspection personnel and maintaining the Department's record retention schedules.

The position functions is located within LARA's Director's Office and is responsible for the coordination of language-access and ADA compliance, with accessibility and transparency being core values of the department.

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:

Experience with complex, technical compliance is required.

Requires excellent English language and grammar skills for correspondence and communicating with a variety of people. Ability to work with varied personalities; good personal communication and public relation skills; ability to work under stress and deadlines.

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.

NA

I certify that the entries on these pages are accurate and complete.

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