

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. STDDADM1Q27N

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LICENSING AND REGULATORY AFF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Public Service Commission
<b>4. Civil Service Position Code Description</b> STATE ADMINISTRATIVE MANAGER-1	<b>10. Division</b> Strategic Operations
<b>5. Working Title (What the agency calls the position)</b> Section Manager	<b>11. Section</b> Communications
<b>6. Name and Position Code Description of Direct Supervisor</b> COLE, CATHERINE E; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> COLE, CATHERINE E; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 7109 W. Saginaw Hwy, Lansing, MI 48917 Remote work available / 8 am – 5 pm, M-F
<b>14. General Summary of Function/Purpose of Position</b>  This position serves 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.	

**Duty 1****General Summary:****Percentage: 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.
- 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:****Percentage: 35**

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 reports and 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.
- 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.
- Ensure that MPSC website content is accurate, current, and that the information is accessible.
- Develop educational materials for customers and interested parties.
- Developing new customer tips and stakeholder guides about how to participate in PSC proceedings, address issues with utilities.
- Prepare presentations, talking points, templates, draft reports, and other communication materials.
- Support PSC staff in the preparation of public materials such as presentations, talking points, website content, etc.

**Duty 3****General Summary:****Percentage: 20**

Oversee the leadership review and finalization of MPSC reports. Oversee the development and implementation of digital accessibility guidelines and language access plans in accordance with State of Michigan, LARA, and MPSC policies.

**Individual tasks related to the duty:**

- Oversee the leadership review of draft external reports, including reports to the Legislature.
- Review best practices related to digital accessibility, plain language, and language access to propose enhancements to MPSC policies.
- Oversee compliance with State of Michigan, LARA, and MPSC digital accessibility guidelines and language access plan provisions.
- Review documents and communications materials prior to release to ensure accuracy, adherence to MPSC policies, style guides, branding guidelines, plain language best practices, and compliance with accessibility policies.
- Oversee the maintenance of MPSC's language access plan and ensure that relevant communications materials are updated according to the plan.
- Oversee the coordination of the preparation of translated materials in accordance with language access plans.

**Duty 4****General Summary:****Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

Manage special projects.

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 in 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.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
VACANT	DEPARTMENTAL ANALYST-A	ADAMS, CHRISTINE K	DEPARTMENTAL ANALYST-E P11
KURAS, JAMIE D	DEPARTMENTAL ANALYST-E P11	THOMAS, FILONNA S	DEPARTMENTAL ANALYST-E 10

Additional Subordinates

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

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

See duties listed previously.

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

This position organizes and directs the responsibilities of the section.

**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.

Coursework in communications, writing, journalism, or marketing is desired.

**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.

Communications, writing, and content management experience is desired.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Strong 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. 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.

**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.***

\_\_\_\_\_  
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.***