

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

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
	Michigan Department of Labor and Economic Opportunity (LEO)- Office of Employment & Training
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	Bureau of Services for Blind Persons
4. Civil Service Position Code Description	10. Division
Departmental Specialist- 2 (13)	Training Center (BSBPTC)
5. Working Title (What the agency calls the position)	11. Section
Administrative Assistant	Administration
6. Name and Position Code Description of Direct Supervisor	12. Unit
Juan F. Ortiz, State Division Administrator 17	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Mike Pemble, Bureau Director 19	1541 Oakland Dr., Kalamazoo, MI 49008 8:00am – 5:00 pm Mon. – Fri.
14. General Summary of Function/Purpose of Position	
This position serves as the Administrative Assistant to the Division Director responsible for the Bureau of Services for Blind Persons Residential Training Center (BSBPTC). This position performs advanced departmental specialist work requiring independent judgment, analytical reasoning, policy interpretation, and coordination across multiple functional areas. The role operates with minimal supervision, provides executive-level administrative and program support, and directly influences divisional operations, compliance, and strategic outcomes, consistent with the Departmental Specialist 13 classification.	
Key responsibilities include independent coordination, program analysis and reporting, systems oversight, executive-level discretion, program coordination and evaluation, program benchmarking, external partner engagement, analytical reporting, independent document development, policy interpretation, independent judgement, systems and compliance oversight, analytical decision support, and as directed.	

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 of Duty 1

% of Time 45

Executive Operations, Program Analysis, and Divisional Coordination

Provides advanced administrative, operational, and analytical support to the BSBP Training Center Division Director. Serves as key coordination point for divisional initiatives, ensuring alignment with strategic priorities, compliance requirements, and agency performance objectives.

Individual tasks related to the duty.

- Independently support the Division Director in coordinating and tracking divisional initiatives, projects, and strategic priorities, ensuring timelines, scope, and resource considerations are addressed.
- Facilitate coordination among division managers to ensure consistent implementation of projects, initiatives, and operational decisions affecting divisional and agency performance.
- Analyze and resolve divisional business process and operational issues through consultation with management staff; document outcomes and develop supporting data or reports to measure effectiveness.
- Oversee administrative integrity of the electronic case management system, including monitoring documentation compliance, coordinating authorization development and reconciliation, and ensuring records meet state and federal requirements.
- Serve as the division's subject matter expert and primary liaison for the electronic case management system, shared files, and information technology coordination.
- Direct and monitor divisional data tracking and reporting activities, including data analysis, data mining, and preparation of annual and continuous improvement reports.
- Assist in development of management and performance reports for executive leadership, including bureau-level reporting.
- Coordinate and support divisional audit and monitoring activities, including compiling documentation, responding to information requests, and tracking corrective actions.
- Attend meetings on behalf of the division as assigned; document decisions, action items, and follow-up activities to ensure completion of initiatives.
- Act as the primary contact for time-sensitive divisional matters, prioritizing requests, managing executive communications, and ensuring timely responses and follow-through.

Duty 2**General Summary of Duty 2****% of Time 30**

Workforce Development, Outreach, and Program Support

Provides analytical and coordination support for divisional workforce development, outreach, and employment initiatives. Assists leadership in strengthening partnerships, monitoring outcomes, and improving service delivery models.

Individual tasks related to the duty.

- Assist in identifying workforce, training, and employment gaps through review of outcome data, feedback, and program performance indicators.
- Coordinate development and implementation of community outreach, job exposure, and partner engagement initiatives supporting participant employment outcomes.
- Monitor and track outreach events, staff training, and division-hosted activities, ensuring documentation, follow-up, and outcome reporting.
- Facilitate administrative vetting and onboarding of service providers, interns, and volunteers, including coordination of background checks and compliance documentation.
- Serve as the division's designated contact for the Michigan State Police iCHAT background check system, including execution, verification, and invoice reconciliation.
- Support drafting, editing, and coordination of memorandums, letters, reports, and statements of work; gather and synthesize information from multiple stakeholders to ensure accuracy and completeness.
- Coordinate submission and publication of divisional communications, including newsletters, articles, and success stories.
- Collect, review, and report outcome data across training sites to support continuous improvement and leadership decision-making.
- Develop, maintain, and update program documentation and manuals related to community expansion and job exposure initiatives.
- Assist with professional development initiatives to improve staff understanding of training models and workforce system collaboration.
- Support identification of funding opportunities and administrative process improvements to enhance timely and effective service delivery.

Duty 3**General Summary of Duty 3****% of Time 15**

Administrative Systems, Policy Interpretation, and Resource Management

Provides advanced administrative systems support and policy analysis to ensure effective staffing, financial operations, compliance, and technology utilization across the division.

Individual tasks related to the duty.

- Analyze divisional staffing needs and support workforce planning efforts; assist leadership with recruitment coordination, onboarding activities, and evaluation of staffing scenarios related to retirements, vacancies, and resource distribution.
- Provide administrative and technical support for financial and human resource systems, including SIGMA travel, reimbursement, time reporting, and serving as backup for financial transactions when required.
- Serve as the division's point of contact for electronic file management systems, shared drives, and access controls.
- Maintain working knowledge of state and internal computer systems and provide technical assistance and guidance to divisional staff.
- Review, evaluate, and recommend updates to divisional policies and procedures to ensure operational efficiency, compliance, and alignment with agency mission and regulatory requirements.
- Interpret policies, procedures, and regulations applicable to the division; respond to inquiries and resolve administrative issues using independent judgment and established guidelines.
- Identify compliance risks or operational issues through review of reports, data systems, and documentation; recommend procedural or training improvements to mitigate future issues.

Duty 4**General Summary of Duty 4****% of Time 10**

Other duties as assigned.

Individual tasks related to the duty.

- Perform other duties as assigned by BSBPTC or BSBP management.

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

The decisions made independently typically involve daily administrative tasks, such as submitting and approving documents, managing schedules, or responding to day-to-day inquiries. These decisions are essential for maintaining efficiency and ensuring the smooth operation of the Training Center Division. The BSBPTC, participants, BSBP staff, external stakeholders, community partners, bureau programs and customers may be affected by these decisions, as they contribute to timely operations, positive relationships, and overall productivity.

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

Decisions requiring the supervisor's review generally involve areas where the consequences are more significant, whether due to legal, operational, programmatic, or reputational impact. These include decisions related to personnel management, internal/external communications, financial oversight, policy interpretation, customer service and guidance. Given the

potential complexity of these decisions and their broader impact on the Bureau's mission and operations, the BSBP Training Center Division Director or other relevant supervisors must be involved in the review process to ensure alignment with departmental goals, policies, and regulatory compliance.

18. **What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Physical effort is typical of an office-based role with frequent sitting at a desk, writing, occasional walking, standing, active listening, and limited but important travel for meetings and events. The work environment is mostly indoors and climate-controlled, though there maybe the occasional exposure to outdoor weather or travel-related conditions. Some light lifting of promotional materials, supplies, shipping and receiving items through onsite parcel may be required. There may be instances where this position may require transporting participants in training on as needed basis to accomplish programmatic operations.

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. (If more than 10, list only classification titles and the number of employees in each classification.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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?**

This position serves as the Administrative Assistant to the Division Director responsible for the Bureau of Services for Blind Persons Training Center, Program Development and Management. This position will advise and assist in planning, organizing, directing, controlling, and managing the overall activities for strategic planning, program evaluation, and accreditation conformance in support of BSBPTC. Brings anomalies and concerns to the attention of the Division Director when they are apparent to this professional.

This position reports directly to the Division Director in a staff capacity and is typically involved in community expansion and employment exposure projects that include budget development and monitoring, program planning, policy, and procedures development, representing the Division Director at meetings and otherwise assist in all areas of the Division Director's responsibilities and acts on his behalf in his absence or as directed.

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

This is a newly established position (within the last 4 years) previously maintained by an Executive Secretary 10. Duties have been condensed and broadened within the scope of the role since the position was last reviewed, maintaining core essential functions and duties.

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

Function is to provide specialized vocational training and comprehensive rehab services to assist individuals who are blind disabled prepare for competitive integrated employment while providing a safe and secure facility. This position serves as the Administrative Assistant to the Division Director responsible for the Bureau of Services for Blind Persons Residential Training Center (BSBPTC). This position performs advanced departmental specialist work requiring independent judgment,

analytical reasoning, policy interpretation, and coordination across multiple functional areas. The role operates with minimal supervision, provides executive-level administrative and program support, and directly influences divisional operations, compliance, and strategic outcomes, consistent with the Departmental Specialist 13 classification to meet the function of the work area.

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:

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:

Knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.

Knowledge of fiscal planning, budgeting, and management.

Specialist:

Knowledge of the operational and technical problems involved in the administration of a specialized program.

Knowledge of the assigned program specialty.

Administrative Assistant and Specialist:

Knowledge of methods of planning, developing, and administering programs.

Knowledge of state and federal laws and legislative processes related to the work.

Knowledge of the need, preparation, and use of reports.

Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknown and numerous contingency factors are involved.

Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.

Ability to plan, coordinate, and expedite work projects.

Ability to interpret complex rules and regulations.

Ability to communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

Alternative experience qualifications of nonprofessional experience, previously identified by the appointing authority and approved by Civil Service, will be accepted as a substitute for the required classified, professional experience for the classification. The nonprofessional experience must be related to departmental programs and services that provide the required knowledge, skills, and abilities.

Individuals appointed must possess the department-specific alternative experience for positions within that agency only.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

Appointing Authority Signature

Date**TO BE FILLED OUT BY EMPLOYEE**

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's Signature

Date

NOTE: Make a copy of this form for your records.