

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Quality and Customer Experience
4. Civil Service Position Code Description Departmental Technician-E	10. Division Customer Information Division
5. Working Title (What the agency calls the position) Departmental Technician 7-E9	11. Section Department of State Information Center (DSIC)
6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL SUPERVISOR-2	12. Unit DSIC Quality Assurance Unit
7. Name and Position Code Description of Second Level Supervisor HAMLIN, AMY J; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7064 Crowner Drive, Lansing, MI 48918 / Monday- Friday; 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position performs departmental technician assignments in support of the Quality Assurance (QA) and Training Unit within the Department of State Information Center (DSIC). The employee conducts quality assurance evaluations, analyzes customer interactions for accuracy and compliance with established procedures, prepares documentation, and contributes to training and process improvement efforts. The position analyzes data, identifies trends, drafts reports, and prepares instructional and reference materials that support continuous quality improvement. Work is performed with increasing independence as the employee progresses through the technician levels.

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**

Conducts evaluations of customer contacts using established QA criteria and prepares documentation that supports training, performance improvement, and operational consistency.

Individual tasks related to the duty:

- Reviews and evaluates recorded customer contacts for accuracy, compliance with procedures, and service quality expectations.
- Analyzes findings to identify trends, recurring issues, and opportunities for performance improvement.
- Develops and maintains QA materials, evaluation tools, reference guides, and related documentation.
- Prepares summaries of review findings and communicates results to appropriate leadership.
- Proposes revisions in rules, regulations and procedure manual and develops training based on evaluation outcomes.
- Maintains organized records of completed evaluations and related documentation.

Duty 2**General Summary:****Percentage: 20**

Creates report from gathered data and feedback to support the QA process and identify areas for training or procedural clarification.

Individual tasks related to the duty:

- Compiles reports, data sets, and system outputs that support quality assurance assessments.
- Analyzes performance data to identify patterns, variances, or potential concerns.
- Drafts clear summaries and reports for supervisor review.
- Conducts follow-ups on routine concerns or inquiries related to QA findings.
- Provides guidance to staff based on QA observations and established procedures.
- Alerts leadership regarding identified performance or procedural issues.

Duty 3**General Summary:****Percentage: 15**

Coordinates QA-related communication, training preparation, and coordination with internal partners.

Individual tasks related to the duty:

- Prepares and updates instructional materials, reference documents, and job aids as needed.
- Responds to routine questions regarding QA procedures and evaluation criteria.
- Provides clear, professional communication related to QA findings and process expectations.
- Ensures sensitive or escalated items are routed appropriately in accordance with established procedures.

Duty 4**General Summary:****Percentage: 10**

Identifies procedural gaps, training needs, and opportunities for workflow improvement based on QA findings and data review.

Individual tasks related to the duty:

- Documents recurring issues observed through quality assurance evaluations.
- Identifies areas where training or procedural clarification may be needed.
- Recommends adjustments to procedures or reference materials based on findings.
- Participates in data gathering and process improvement activities within the unit.
- Identifies and presents opportunities to streamline QA processes and improve consistency.

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

Performs other duties as assigned.

Individual tasks related to the duty:

- Assists with training sessions, informational meetings, and staff development activities.
- Responds to questions regarding QA processes, criteria, and materials.
- Completes miscellaneous assignments that support DSIC customer service goals.

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

- Determines whether customer interactions meet QA criteria based on established standards.
- Identifies and documents errors, deviations, or service quality concerns.
- Manages assigned workload to complete evaluations within established timelines.

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

- Issues involving policy or procedural interpretation.
- Recommendations for procedural revisions or substantial system changes.
- Findings that indicate widespread issues impacting multiple units.

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.

Normal office environment with extensive computer and telephone use. May involve prolonged sitting, walking, bending, and occasional 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.

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?

This position performs departmental technician assignments in support of the Quality Assurance (QA) and Training Unit within the Department of State Information Center (DSIC). The employee conducts quality assurance evaluations, analyzes customer interactions for accuracy and compliance with established procedures, prepares documentation, and contributes to training and process improvement efforts. The position analyzes data, identifies trends, drafts reports, and prepares instructional and reference materials that support continuous quality improvement. Work is performed with increasing independence as the employee progresses through the technician levels.

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

Establishing new position.

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

The DSIC responds to public inquiries related to Secretary of State services. The QA and Training Unit evaluates interactions for accuracy and service quality. This position supports these objectives through evaluations, documentation, data review, and training material development.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:**Departmental Technician 7**

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work independently with a minimum of supervision.
- Ability to organize and coordinate departmental technician activities.
- Skilled at learning personal computers, software, departmental databases, and their operations.
- Ability to interact in a professional manner with customers using multiple technologies.
- Ability to communicate effectively with diverse groups of people.
- Knowledge of rules, policy, procedures, and laws (primarily the Michigan Vehicle Code) relating to driver and vehicle transaction processing.
- Thorough knowledge of Michigan Vehicle Code.
- Extensive knowledge of search techniques needed to locate information.
- Ability to interpret statutes and legislative proposals and their ramifications to inform, update, or advise departmental and outside personnel.
- Ability to maintain composure during stressful situations occurring as a result of workloads and/or deadlines.
- Ability to allocate work to lower-level technicians and general office assistants.
- Ability to determine work priorities.
- Ability to answer inquiries regarding functions.

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.

1/7/2026

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