

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)
4. Civil Service Position Code Description Departmental Technician-A	10. Division Customer Information Division
5. Working Title (What the agency calls the position) Departmental Technician 10	11. Section Department of State Information Center (DSIC)
6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL SUPERVISOR-2	12. Unit 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 serves as a senior worker for the Quality Assurance Unit for the Department of State Information Center (DSIC). This position is the recognized resource for developing and maintaining quality assurance procedures, quality management evaluations, communicating potential areas of training, and providing support to the unit supervisor. This position is responsible for handling customer contacts, as well as, providing continuous learning for staff. This position is also the primary resource for maintaining division information and tools within the CX One Quality Management hub in partnership with the Core Technology Division. The incumbent is responsible for training lower-level staff on quality and training policies and procedures and is a subject matter expert for DSIC.

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: 60

Serves as the recognized resource for developing and maintaining quality assurance processes, procedures, and evaluation and tracking materials.

Individual tasks related to the duty:

- Design and prepare educational aids and materials.
- Identify training needs by evaluating metrics and trends derived from quality evaluations.
- Assess quality assurance effectiveness to ensure incorporation of taught skills and techniques into employees' work behavior.
- Monitors and evaluates quality assurance programs to ensure they reflect any changes.
- Monitoring and reviewing the progress of call center agents through quality evaluations and discussions with supervisors and managers.
- Works with business areas to provide feedback and data trends that drive experience improvement in the organization.
- Helping supervisors and managers solve performance concerns, either on a one-to-one basis or in groups.
- Coordinates quality assurance activities by scheduling work assignments, setting priorities, and directing the work of trainees and other supporting staff.
- Identifies staff development and training needs and ensures that training is obtained.
- Conducts research on practices in similar areas in the agencies or jurisdictions.
- Conduct training and information sessions.

Duty 2

General Summary:

Percentage: 30

Responsible for developing, maintaining, and analyzing reports to assist with quality assurance reviews.

Individual tasks related to the duty:

- Review data and make recommendations for the call center.
- Provide clear, concise, and accurate information with tact and diplomacy.
- Interpret data and communicate clearly with management.
- Make discretionary assessments.
- Investigate complaints/concerns, determine need for further action, and initiate appropriate action.
- Alert supervisor/administration of potential public relations, politically sensitive or procedural issues.
- Serve as a "Face of the Department", demonstrates respect to all customers.

Duty 3

General Summary:

Percentage: 10

Performs other duties as assigned.

Individual tasks related to the duty:

- Conduct training and informational sessions.
- Communicate effectively.
- Answer inquiries regarding functions, rules, regulations, and policies of the work area.
- Perform miscellaneous assignments assigned by supervision.

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

This position must weigh unit priorities and operational need to schedule quality assurance training workload effectively among the business areas. Considerable knowledge and independent judgment are used to identify and resolve training issues that span service excellence, application software and technology. Technicians determine if proposed quality assurance requirements comply with existing laws and policies. Deviations from standard procedures must not compromise the integrity of this office.

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

Anything of a sensitive nature requires special permission from upper management to implement solutions. When all avenues of research have been exhausted.

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: prolonged sitting and use of keyboard, use of telephone headset, some lifting, bending, walking, reaching. Must retrieve baskets of paperwork that are stored on shelving units above and below shoulder height.

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?

This position serves as a senior worker for the Quality Assurance Unit for the Department of State Information Center (DSIC). This position is the recognized resource for developing and maintaining quality assurance procedures, quality management evaluations, communicating potential areas of training, and providing support to the unit supervisor. This position is responsible for handling customer contacts, as well as, providing continuous learning for staff. This position is also the primary resource for maintaining division information and tools within the CX One Quality Management hub in partnership with the Core Technology Division. The incumbent is responsible for training lower-level staff on quality and training policies and procedures and is a subject matter expert for DSIC.

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

Establishing a new position.

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

The Department of State Information Center answers phone call and email inquiries about Secretary of State providing information and direction. DSIC is the public facing call center for the Michigan Secretary of State. The Training and Quality Assurance function will evaluate customer interactions for efficiency, effectiveness, and service to identify training gaps. The training portion of the team will maintain department learning resources, develop training curriculum, and facilitate training courses including new employee onboarding

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 10

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

OR

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

OR

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

Alternate Education and Experience**Departmental Technician 10**

Possession of a Bachelor's degree and one year of professional 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.

1/20/2026

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