

**State of Michigan
Civil Service Commission**

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

Position Code 1. DEPTALTE

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 & Customer Experience
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Customer Records Division
5. Working Title (What the agency calls the position) Departmental Analyst 9-P11	11. Section Vehicle Records Program Section
6. Name and Position Code Description of Direct Supervisor FREDERICKS, MATTHEW C; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor BLAKE, DARA N; STATE DIVISION ADMINISTRATOR	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

The Michigan Electronic Filing System (MiEFS) program allows Michigan automobile dealers, manufacturers, and other entities to process certain title and registration transactions onsite through customized programs via third-party Electronic Registration and Title (ERT) vendors. This position resolves procedural questions and computer functionality issues that impact transaction processing within the MiEFS and the document transfer portal. The position tests to ensure functionality when additional vendors, system upgrades, and fixes are made. The incumbent provides support to Electronic Lien and Titling (ELT) vendors and service providers by troubleshooting and resolving processing issues. This position assists the MiEFS specialist for the program vendors and participants, providing oversight and ensuring compliance with Michigan laws and program requirements. This position is responsible for research, program analysis, procedure documentation and development, maintenance and development of various databases, training unit staff, training participants, serves as computer liaison, and handles projects as assigned.

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: 30**

Provide MiEFS program oversight and ensure compliance.

Individual tasks related to the duty:

- Provide program oversight and ensure program compliance with Michigan laws and program requirements by participants.
- Develop and maintain production databases and attend meetings as recommended.
- Serve as a point of contact with vendor sales representatives, Business Development staff, and vendor and vendor account Executives, Michigan Auto Dealers Association staff, individual MiEFS participant contract administrators and staff, MDOS Office of Communications, Legal Services Administration staff, and other CSA departments such as OIS and OCS as related to MiEFS program issues.
- Serve as a backup for training on MiEFS program procedures to MDOS staff.
- Oversee the review on documents submitted through the document upload process. Ensure proper documents are submitted and the documents meet MDOS requirements.
- Oversee review of MiEFS program participants transaction documents.
- Responsible for solving complex issues from employees assigned to review MiEFS program participant documents.
- Follow up and conduct preliminary investigations into potential violations of the Program Standards.
- Serve as a backup for testing and training to ensure functionality when system upgrades and fixes are made.
- Develop and update policies and procedures and user manuals when processes change and/or additional vendors are added.
- Review transactions to ensure processing follows Program Standards or agreements and prepare recommendations for management or internal security.

Duty 2**General Summary:****Percentage: 25**

Provide MiEFS program support to program participants and MDOS staff.

Individual tasks related to the duty:

- Assist MDOS and MiEFS participants with current processes, needed changes, answering questions, and addressing concerns.
- Resolve complex issues MiEFS participants experience.
- Create and maintain user guides for participants and MDOS staff.
- Make recommendations MDOS program areas and MiEFS vendors for program improvements based on participant feedback and interactions.

Provide training to MiEFS program participants' staff for each MiEFS vendor.

Duty 3**General Summary:****Percentage: 25**

Provide program oversight to ELT vendors and service providers.

Individual tasks related to the duty:

- Provide program oversight to ELT vendors and service providers.
- Provide program oversight to ensure compliance with Michigan laws and MDOS ELT program requirements.
- Work with ELT vendors and service providers to resolve complex issues with computer system.
- Complete necessary programming solutions to repair malfunctions.

Work with DTMB and CARS for needed software and programming changes as needed on server system and end user PCs.

Duty 4**General Summary:****Percentage: 15**

Responsible for research, program analysis, procedure documentation and development, maintenance, and development of various databases.

Individual tasks related to the duty:

- Analyze MiEFS operations and recommend modifications for improvements to procedures and workflows.
- Develop and maintain production databases and attend meetings as requested.
- Handle special projects as assigned.

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

Other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned.
- Attend meetings.

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

Decisions relating to ongoing responsibilities in identifying participant and MDOS needs. Troubleshooting to identify and resolve issues and making recommendations for process change. Internal customers, MiEFS program customers, other Michigan state agencies and governmental units such as states and Canadian provinces can be impacted by the decisions.

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

Implementation of new procedures, or processes that may impact the department or external customers. A supervisor's review is required when a decision may conflict or impact with existing policies; when unexpected budget concerns arise; situations that are politically sensitive or outside of the department's policy, preference or guidelines and require a higher-level of approval.

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. Some travel to attend meetings.

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

The Michigan Electronic Filing System (MiEFS) program allows Michigan automobile dealers, manufacturers, and other entities to process certain title and registration transactions onsite through customized programs via third-party Electronic Registration and Title (ERT) vendors. This position resolves procedural questions and computer functionality issues that impact transaction processing within the MiEFS and the document transfer portal. The position tests to ensure functionality when additional vendors, system upgrades, and fixes are made. The incumbent provides support to Electronic Lien and Titling (ELT) vendors and service providers by troubleshooting and resolving processing issues. This position assists the MiEFS specialist for the program vendors and participants, providing oversight and ensuring compliance with Michigan laws and program requirements. This position is responsible for research, program analysis, procedure documentation and development, maintenance and development of various databases, training unit staff, training participants, serves as computer liaison, and handles projects as assigned.

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 MiEFS program allows Michigan automobile dealers, manufacturers, and other entities to process certain title and registration transactions onsite through a customized program via a third-party ERT vendors.

This position provides oversight of the MiEFS and ELT programs and ensures that the programs are operating properly. The employee identifies program needs and assists MDOS and both external customers and internal staff.

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 Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles of research and analysis.

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and procedures. Ability to organize, evaluate and present information effectively.

Ability to design forms.

Ability to learn and utilize computer programs

Ability to interpret laws, rules and regulations relative to work

Knowledge of title and registration transactions

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.

Employee

Date