

## 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> DEPARTMENT OF STATE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b>
<b>4. Civil Service Position Code Description</b> Departmental Technician-E	<b>10. Division</b> Customer Records Division
<b>5. Working Title (What the agency calls the position)</b> Departmental Technician 7-E9	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> BLAKE, DARA N; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BELTON, MICHELLENA R; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 7064 Crowner Drive, Lansing, MI 48918 / Monday- Friday; 8:00 a.m. - 5:00 p.m.
<b>14. General Summary of Function/Purpose of Position</b> This position provides comprehensive technical and operational support across the Division. The role is responsible for coordinating and managing a variety of technical and administrative functions. This Position is the primary technology and security liaison, facilitating communication, troubleshooting system related issues, coordinating technology requests and supporting and implementing new tools and processes.	

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 support for hiring process.

**Individual tasks related to the duty:**

- Complete charting of new employees for onboarding and offboarding, including completing orientation set-up.
- Complete MiCARPS request, ID badges- modifications, new hires, and removal.
- Complete CS-301s and track departures and vacancies.
- Complete Employee Change Notification (ECN) modifications, departures, removals 30.
- Completes Other Applications Listing (OAL) forms for new hire, modifications, departures and submits them to FSTU.
- Coordinate with Division Leadership to identify and support hiring needs.
- Coordinate with Division Leadership to facilitate hiring of division staff.
- Schedule interview dates, times, with applicants and interview panel.
- Send applicable correspondences to managers and new employees regarding hiring tasks and information.

**Duty 2**

**General Summary:** **Percentage: 30**

Serve as the Technology Security Liaison (TSL).

**Individual tasks related to the duty:**

- Track Division inventory/supplies.
- Attend technology meetings and other relevant training.
- Recommend office equipment and fulfill supply request.
- Inventory and order supplies and equipment as needed, doing research if necessary to locate appropriate item(s) from acceptable sources.
- Communicate with DTMB about upcoming new hire accounts and/or changes.
- Assist with PC, monitors, and other equipment refresh.
- Report back to the Divion all relevant information from liaison meetings.

**Duty 3**

**General Summary:** **Percentage: 30**

Perform a variety of support tasks and administrative duties for Division Director, which may be confidential or sensitive in nature.

**Individual tasks related to the duty:**

- Create division newsletters and engagement documents.
- Assist with area's engagement activities such as research, implementation, and execution.
- Function as back-up for SIGMA timekeeping for the division.
- Research, compile, assimilate, and prepare confidential and sensitive documents.
- Update fact sheets with any changes in staffing information.
- Ensure department trainings are completed.
- Receive, assess, process, and maintain supply orders.
- Work with unit areas of the divisions on scheduling and coordination of trainings, classes, events.
- Send applicable correspondences to managers and employees regarding work areas as needed.
- Maintain and regularly update Division directories, including staff contact listings and emergency contact information to ensure accuracy and accessibility.
- Update the Division organizational chart monthly, ensuring staffing and reporting structures.
- Maintain, track, and review Driver and Vehicle quarterly audits.
- Assists with workflows and procedures and makes recommendations to ensure use of best organization system.

**Duty 4**

**General Summary:** **Percentage: 10**

Other duties as assigned.

**Individual tasks related to the duty:**

- Miscellaneous duties that align with Division responsibilities and the Department.
- Resolve problems and answer questions from staff.
- Answer incoming telephone calls and answer task-related questions from internal and external staff.

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

All decisions relative to in-progress workload, as well as assignments, circumstances, and situations not requiring supervisor's authority or direct involvement.

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

All matters requiring supervisor's authority or direct involvement.

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.

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 provides comprehensive technical and operational support across the Division. The role is responsible for coordinating and managing a variety of technical and administrative functions. This Position is the primary technology and security liaison, facilitating communication, troubleshooting system related issues, coordinating technology requests and supporting and implementing new tools and processes.

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?

This Division enforces the proper issuance of driver licenses, titles, and registrations and is responsible for the overall data integrity of these records. This work area provides direct customer service to the users of the following programs: Document Processing Unit, CDL Help Desk Unit, Driver Records Activity Unit, Vehicle Records Program Section, and MiEFS Unit. This position actively interacts with the staff of these programs and some customers.

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:**

- Knowledge of subject matter procedures and organizational relationships.
- Knowledge of the organization, punctuation, and composition of business letters, reports, charts, and tabular material.
- Knowledge of software programs such as Microsoft Word, Excel, Access, and PowerPoint.
- Knowledge of office practices, procedures, and computer software programs.
- Ability to maintain a high degree of confidentiality.
- Ability to apply the overall mission of a department to make executive support decisions.
- Ability to apply instructions and guidelines in the disposition of problems.
- Ability to follow complex instructions.
- Knowledge of the organization and composition of letters, minutes, reports, charts, and spreadsheets.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to communicate effectively.
- Ability to compose routine correspondence and reports.
- Ability to operate standard office equipment.
- Ability to analyze and assess services and operations for quality, efficiency, and effectiveness and to make recommendations for improvements.
- Ability to interpret and apply complex rules, regulations, policies, and procedures.

**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.*

6/26/2026

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