

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

Position Code 1. DEPSPL2
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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 Tech., Mgmt. & Budget - MB
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Facilities Administration
4. Civil Service Position Code Description	10. Division Building Operations
5. Working Title (What the agency calls the position) Communications and Business Process Owner	11. Section
6. Name and Position of Direct Supervisor Jamie Uphaus; State Office Administrator	12. Unit
7. Name and Position of Second Level Supervisor Michael Turnquist; Senior Deputy Director	13. Work Location (City and Address)/Hours of Work State Facilities Administration Building 3111 W. St. Joseph St. Lansing, MI 7:00 a.m. - 4:00 p.m.

14. General Summary of Function/Purpose of Position

This position serves as the communications strategist and business process owner for the division and is solely responsible for all quality control, efficiency enhancement, process oversight, analysis, planning and statistical monitoring of process improvement for the division which has a significant impact on the office. This position is required to be the designated process specialist for operations as well as special projects. This position is also responsible for providing insight on policy issues as well as serving as a primary communicator between internal staff, State agency key contacts and management.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

Duty 1

General Summary:

% of time: 45

Quality Control, Operational Efficiency and Improvement

Individual tasks related to the duty:

- Write, review and modify procedures.
- Initiate and facilitate focus groups and surveys to gain input and aid in the development of policies and procedures.
- Research both public and private industry for methods that improve efficiency and service.
- Develop proposals including cost/benefit analyses.
- Evaluate results of implementation.
- Manage special projects.
- Develop communication strategies for all levels of division leadership.
- Prepare special studies and reports.
- Assembles information to help set the direction of the division.
- Recommend criteria, standards, and guidelines to assess agencies' program structures and determine their compatibility with the objectives and priorities of the state.

Duty 2

General Summary:

% of time: 20

Process Oversight and Analysis

Individual tasks related to the duty:

- Create and lead implementation of process changes and measures to ensure all tasks related to the process are completed in an accurate and timely manner.
- Work with staff to establish and monitor performance standards.
- Detect and analyze trends and correlation in data.
- Provide regular and succinct reports to BOD leadership and staff in both oral and written form.

Duty 3

General Summary:

% of time: 20

Organizational Support

Individual tasks related to the duty:

- Ensure that agency key contacts needs are met.
- Develop and maintain feedback mechanisms to measure success.
- Ensure tools used internally to provide key business information to staff are effective and efficient.
- Support peers in organizational and technology usage to further develop skill sets.
- Plan Designated Manager Schedule.
- Plan, manage, and track staff performance audit mechanisms (ie: Zone Tours, building inspections, zone and manager staff meetings, key contact meetings, etc).
- Serve as representative on contract Joint Evaluation Committees as needed.
- Manage the business planning of the division, including moderating strategy teams, producing reports, and ensuring the adherence to deadlines.
- Develop, coordinate and monitor a student assistant support team for Facilities Supervisors.

Duty 4

General Summary:

% of time: 10

Individual tasks related to the duty:

- Support BOD's and DTMB's mission, vision, values, expectations through the development of an area-wide strategic plan and participate in strategic planning activities.
- Participate in the development of the divisions Business Plan efforts.
- Develop resources and relationships to ensure plan objectives are met.
- Develop timelines and project plans.
- Identify process bottlenecks and determine solutions for improvement.

Duty 5

General Summary:

% of time: 5

Leadership and Development

Individual tasks related to the duty:

- Assist office and department directors with special projects with the office as needed to support new initiatives and day to day operations.
- Participate in leadership development and activities.
- Provide data and expertise to support projects and inquires as needed.

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

- Develop and implement methods for evaluation and tracking for directives and initiatives.
- Selection of methods and techniques to carry out necessary research, analysis, compilation and reporting.
- Decisions on what issues to delegate to staff on behalf of the Bureau Director versus those that should be escalated to the Bureau Director.

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

- Any decision, which might have a major impact, internally, statewide, or politically.
- When further guidance and/or information is required before exercising personal judgment.
- Decisions that affect policy.
- Media, legal or legislative matters.
- Issues which are highly controversial or sensitive.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job?

This job is performed in a standard office environment including sitting, standing or walking to and from meetings both on and off site, lifting light materials, reading, writing, verbally communicating, and transporting files within the office. This position also requires sitting for long periods of time at the computer. The environmental conditions are those normally expected in an office building setting. Inflexible deadlines, ability to work under pressure, flexibility to work overtime on an "as needed" basis. Responding to a variety of inquiries from diverse groups of internal and external customers, requires patience, understanding and the ability to communicate in a clear and effective manner.

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

- | | |
|---|--|
| <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. |

___ Approve time and attendance.
Orally reprimand.

___ Provide guidance on work methods.
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 staff specialist serves as the communications strategist and business process owner for the division and is solely responsible for all quality control, efficiency enhancement, process oversight, analysis, planning and statistical monitoring of process improvement for the division.

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

Backfill.

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

The function of the work unit is to provide safe, comfortable and cost-effective facilities to allow our customers to provide their designated services to the people of the State of Michigan, and to provide maintenance and construction services on buildings to preserve the investment of the State of Michigan, DTMB. The research, analysis and reporting provided by this position significantly impacts the effectiveness, and efficiency of these operations

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.

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

EXPERIENCE:

Four years of professional, business and administrative experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level; or, one year of professional managerial or specialist experience, in any field of work, equivalent to the 13 level or above.

Equivalent combinations of nonprofessional experience, identified by the appointing authority and approved by Civil Service that are represented by subclass codes, will be accepted for classified, professional experience equivalent to the P11 level and above. The nonprofessional experience must be related to departmental programs and services that provide the required knowledge, skills, and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of management tools, practices, building operating systems, maintenance practices, and utilities. Knowledge of sound employee relations principles and the ability to lead, instruct, direct and evaluate employees.

Ability to analyze and assess operations and programs and to organize and coordinate the work of others.

Ability to communicate effectively and maintain positive employee and customer relations.

Ability to effectively manage projects

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.

none

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