

**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 TECH, MGMT AND BUDGET - MB
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Facilities Administration
4. Civil Service Position Code Description Departmental Analyst-E	10. Division Strategies and Solutions
5. Working Title (What the agency calls the position) Building and Parking Services Analyst	11. Section Customer Program Management
6. Name and Position Code Description of Direct Supervisor HENGESBACH, TIMOTHY J; DEPARTMENTAL MANAGER-3	12. Unit Facilities Support Services (FSS)
7. Name and Position Code Description of Second Level Supervisor TANNER, BRYAN M; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work State Facilities Administration 3111 W. Saint Joseph Street, Lansing, MI 48917 / Hybrid 8:00 a.m. – 5:00 p.m., Monday – Friday

14. General Summary of Function/Purpose of Position

This position is responsible for parking database management, reporting, request process and customer experience/interface oversight. This position will coordinate policy recommendations and procedure development related to parking database management. This position will be responsible for developing and implementing customer and stakeholder communications and trainings for all SOM agencies. This position is responsible for the oversight of the electronic security parking access request process statewide, and web content. Maintain a parking, Asset Data Management, and State Operator databases for the purpose of running system data reports, reconciling parking account information with HR information – duties related to this task includes connecting data sources and building database queries. This position also analyzes high-level secured parking access requests to determine appropriate access and follow up with requestor to advise the requestor if any requested access levels are denied and work with them for appealing the decision. This includes legislative, judicial, executive, and police requests. Works with the Real Estate Division to update and maintain statewide parking leases. Responsibilities include high security programming for parking and ramp access cards, secured vehicle checks utilizing MSP to check unauthorized vehicles in lots and ramps, system reports and metrics.

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**

Parking programming, reporting, request process and customer experience/interface oversight

Individual tasks related to the duty:

- Continuously monitor/evaluate the parking system user experience by seeking customer input through surveys, user meetings and other methods for the purpose of developing and implementing process improvements
- Research industry best practices for minimizing lot and ramp costs, parking space organization and develop program change recommendation reports
- Manage the request process including forms, web content and authorized personnel lists
- Develop and implement customer and stakeholder communication and training (meetings, emails, video)
- Analyze high-level secured parking access requests to determine appropriate security and follow up with requestor if any clarification is needed or advise the requestor if any requested access levels are denied and what steps can be taken to appeal the decision. This includes legislative, judicial, executive, and police requests.
- Work with Secretary of State and Office of Infrastructure Protection to conduct in-depth vehicle checks as required.
- Maintain parking, Asset Data Management, and State Operator systems for the purpose of running system data reports, reconciling parking account information with HR information – duties related to this task includes connecting data sources and building database queries.
- Research notification systems and determine and implement best methods for interacting with the parking customer base.
- Responsible for the secure electronic document storage solution for completed forms for all parking customers.
- Process routine parking lease invoices for approval and payment. Work with Real Estate Division to analyze and initiate parking lease agreement changes. Oversee parking coordination and access programming for move projects
- Configure, and run parking system reports for management, legislature, executive office, HR/law enforcement investigations, and audit compliance
- Facilitate parking administration meetings for parking services and Building Operations management.
- Collect, analyze and report on parking system metrics
- Ensure program compliance with all applicable State and Federal standards
- Arrange special circumstance parking for legislative, judicial, executive, and police requests as authorized
- Deactivate and recondition or destroy returned parking ramp/lot access cards
- Coordinate parking equipment maintenance and repair
- Evaluate project contracts and bids\
- Oversight of visitor lot parking kiosk including maintenance, data programming, and collection

Duty 2**General Summary:****Percentage: 30**

Oversight of the individual and agency building tenant customer experience/interface

Individual tasks related to the duty:

- Create new Asset Data Management system work order user accounts and identification.
- Oversee the processing of facility, security, and safety requests using Asset Data Management system work orders.
- Provide Asset Data Management system work order and Building Parking Services training to BPS staff
- Evaluate customer concerns including but not limited to condition, accessibility, security, and safety and arrange appropriate action.
- Develop, set, and communicate State Operator and BPS hybrid work schedules.
- Continuously monitor/evaluate the tenant user experience by seeking customer input through surveys, user meetings and other methods for the purpose of developing and implementing process improvements.
- Facilitate customer meetings and serve as BPS surrogate in BOD, Director's Office, and SFA leadership meetings.
- Develop and assess process mapping documents to evaluate operational efficiencies.
- Oversee the GOV Delivery system including data programming, training, and notification delivery process.
- Create data queries and provide customer, user, issue, and frequency data.
- Monitor and identify urgent customer matters and coordinate response with SFA.

Duty 3**General Summary:****Percentage: 5**

Building and Parking Services Web Content Oversight

Individual tasks related to the duty:

- Responsible for developing and maintaining all Facilities Support Services intranet and internet web content.

Duty 4**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Other duties as assigned by management.

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

Independent decisions and personal initiative necessary to determine parking and tenant priorities and coordination of response actions.

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

The development of official Building Operations policies and procedures, decisions on parking pricing, parking space configuration, and new programs. When further guidance or information is required/desired before exercising personal judgment. Procurement: Any other assignments, projects, or activities specified by supervisor requiring review.

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, considerable time on the telephone and use of a computer. Sitting, standing, walking, minor lifting. Some daytime travel may be required. There will be times that this position requires outdoor parking ramp/lot inspections and extensive walking.

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?

Oversite of parking functions and customer experience

Oversite of tenant experience and response

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

New.

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

Building and Parking Services manages the 13,000 space DTMB parking system; asset and facility-related data and request processing for DTMB-managed buildings; visitor assistance for DTMB-managed property and state-wide telephone directory assistance. This position will provide extensive support to each of these Building and Parking Services program areas.

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 and practices of research and analysis.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.
- Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of the principles and methods of research, statistics, operational analysis, cost analysis, and finance of public and private programs.
- Ability to organize, evaluate, and present information effectively.
- Knowledge of parking rules, regulations, policies and procedures.

Ability to use discretion in the use of sensitive data.

CERTIFICATES, LICENSES, REGISTRATIONS:

NA

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.

NA

I certify that the entries on these pages are accurate and complete.

MICHAELA FABUS-MAIN

8/20/2026

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