

**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 - IT
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Center for Shared Solutions (CSS)
4. Civil Service Position Code Description Departmental Analyst-E	10. Division
5. Working Title (What the agency calls the position) Personnel Support Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor BECKWITH, MICHELLE L; SENIOR EXECUTIVE ASST DPTY DIR	12. Unit
7. Name and Position Code Description of Second Level Supervisor SWANSON, ERIC P; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 111 S. Capitol Ave., Lansing, MI / 8:00 a.m. to 5:00 p.m. Monday - Friday

14. General Summary of Function/Purpose of Position

This position is part of a centralized team responsible for assisting CSS Program Managers and Division Directors with operational needs. Providing a full range of analytical and research activities for the Center for Shared Solutions (CSS), this position will be responsible for providing a variety of services such as operating as a centralized liaison for personnel, training, travel, and onboard/offboard coordination for the Center for Shared Solutions ensuring all policy and procedure guidelines are followed and adhered to. This position is partnered with the CSS Chief of Staff and other operational liaisons supporting budget, billing, and staff augmentation. This position requires experience and flexibility working with people of all levels and will engage in frequent communication with human resources staff, CSS leadership, and other DTMB Staff.

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: 75

This position will function as personnel liaison that includes duties related to centralized CSS personnel support including procedural elements and policies.

Individual tasks related to the duty:

- Serves as an organizational liaison for centralized, administrative services in human resources and information technology.
- Evaluates organizational and/or operational needs and recommends solutions.
- Provides support to the Center for Shared Solutions (CSS) operations team and leadership in planning, organizing, conducting, and reporting detailed analysis relating to human resources.
- Research and present analysis and reviews to the Chief of Staff and management team, within the CSS organization.
- Interfaces with the DTMB Human Resources to assist the CSS with all HR related matters.
- Establishes Neogov requisitions for new staff, backfills, step increases, Pay for Performance, PD updates and organizational changes.
- Recommends best practice to CSS managers in Human Resources related matters.
- Identifies potential problems and develops solutions and recommendations relating to human resources matters.
- Develops and maintains organizational charts and supporting documentation, providing guidance to the CSS management team on available options and outcomes for staffing.
- Serves as the Onboarding/Offboarding Coordinator ensuring processes and systems are in place for consistent and efficient onboard/offboarding throughout the organization.
- Communicates with appropriate staff for required access and items for CSS staff and contractors.

Duty 2

General Summary:

Percentage: 15

Assists CSS Chief of Staff & other professional staff by providing a full range of analytical & research activities.

Individual tasks related to the duty:

- Research, analyze, compile, and summarize information as needed for special projects or requests.
- Assists CSS Chief of Staff in support of daily operations.
- Assists CSS Chief of Staff and all direct report Division Directors in researching information to respond to special project requests
- Assist CSS Chief of Staff and all direct report Division Directors in drafting summaries of initiatives, providing statistical or analytical research and recommendations for further development.

Duty 3

General Summary:

Percentage: 5

Serve as CSS's centralized travel and training coordinator.

Individual tasks related to the duty:

- Coordinate out-of-state travel requests on behalf of CSS securing appropriate approvals and monitoring as requested.
- Coordinate consolidated reporting on behalf of CSS when mandatory training is required.
- Monitor centralized training programs across CSS.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Provide office support as needed.
- Misc. special projects as assigned by CSS Management Team
- Provide back-up support to the CSS operations team as needed
- Other duties as assigned.

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

All decisions necessary to set priorities in completing work. Decisions regarding the overall organization of the centralized HR procedures and processes for CSS.

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

Decisions related to sensitive HR issues and communications around sensitive issues. Decisions which will have a major impact on the overall goals and mission of CSS are referred to with analysis and recommendation to CSS Chief of Staff or other leadership. Priority conflicts and any unique situations or unclear policy issues require management consultation.

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.

This position functions in a routine office environment. This position may involve stressful situations and time-sensitive tasks. This position also requires the ability to work remotely.

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?

Management Prepared

23. What are the essential functions of this position?

Essential duties of this position are to function as an organizational resource in areas of personnel, training, and onboard/offboarding; assuring that policy and procedure guidelines are followed and adhered to. This position is also responsible for supporting analytical and research activities for the Deputy Director, Chief of Staff, and all CSS Program Managers.

Competencies: Communication, Adaptability, Customer Focus, Building Trust, Initiating Action, Planning and Organizing Work

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

New Establishment

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

The Center for Shared Solutions (CSS), a division of the Michigan Department of Technology, Management and Budget (DTMB), was created to foster the exciting possibilities of shared solutions across government and beyond traditional governmental boundaries. Built on the foundation of Michigan's consolidated IT environment, this current era of opportunity is bolstered by Michigan's IT maturity that is both nimble and agile. Our vision is that, through technology, we will enable government to be more efficient and effective. We are accomplishing this by sharing resources to eliminate duplication of efforts and reducing cost, build once to serve many, operate as one unit with a single-entry point to reduce cost, provide more and better services to citizens and make crossing government line. By achieving this, state government can more effectively and efficiently serve itself and citizens, businesses, and other local units of government. This position provides analytical support for the Center for Shared Solutions, including but not limited to the Director, Chief of Staff, Program Administrators and supporting staff members.

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:

- Ability to analyze information; maintain confidentiality of sensitive information and make recommendations.
- Ability to establish and implement procedures, policies or guidelines; maintain records; prepare reports and correspondence related to work.
- Ability to communicate effectively with staff at all levels and to maintain favorable public relations.
- Ability to organize, evaluate and present information effectively.
- Ability to analyze data and operations and make recommendations for change.
- Knowledge of Microsoft Office applications, SIGMA, NEOGOV, and VISIO.

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.

SHANITRA FLUELLEN

1/13/2026

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