

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

Position Code 1. DEPTMGR3D44N

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Highway Operations
4. Civil Service Position Code Description DEPARTMENTAL MANAGER-3	10. Division Metro Region
5. Working Title (What the agency calls the position) Region Administrative Manager	11. Section Executive
6. Name and Position Code Description of Direct Supervisor PARKER, LISA M; STATE ADMINISTRATIVE MANAGER-1	12. Unit Administration
7. Name and Position Code Description of Second Level Supervisor YUNG, GORETTE C; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 18101 W. Nine Mile Road, Southfield, Michigan 48075 / Monday - Friday, 7:30 to 4:30 hours may vary

14. General Summary of Function/Purpose of Position

This position functions as a first-line professional manager of professional, paraprofessional and clerical positions in a complex work area. The Administrative Manager to the Metro Region provides overall management of the work area and provides support and guidance to unit staff, region management and employees through the application of rules, policies and procedures. The position is responsible for managing, coordinating and improving the work of section staff to ensure the completion and quality of assigned duties involving customer services, information technology, hiring, workforce programs, recruitment, and financial activities for the Metro Region. The position is instrumental in program planning, policy and procedure development, and represents the region at department and external meetings.

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: 50

Manage and develop unit staff. Support, plan, organize and direct the work of unit staff to ensure the efficient and effective completion of assigned duties involving customer services to address inquiries and reporting, information technology, hiring, workforce programs, recruitment, and financial activities for the Metro Region.

Individual tasks related to the duty:

- Support subordinates during periods of absence, high workload, or special projects. Maintain a working knowledge of key responsibilities across related roles to ensure continuity of operations. Assist in completing time-sensitive tasks, responding to internal and external inquiries, and maintaining workflow efficiency. Collaborate with team members to cross-train and document procedures to support seamless transitions when backup support is required.
- Provide direction and oversight of staff activities and practices, determine best practices and ensure sharing of these best practices across the state.
- Hold team members accountable by setting clear expectations, monitoring performance, providing timely feedback, and implementing corrective actions when necessary. This includes establishing performance expectations, completing performance evaluations, and ensuring the effective use of the performance management system in the unit.
- Review union contracts and Civil Service rules/regulations and consistently reference in decision making to ensure compliance with contracts and rules. Contact the Office of Human Resources, Labor Relations Section for guidance or questions, for situations related to the unit staff.
- Approve time sheets timely as well as the use of leave privileges for staff in the unit.
- Handle employee relations including the filling of vacant positions, recommending reclassifications/job changes, coordinating and conducting staff meetings, and labor relations activities. Ensure compliance with equal employment opportunities (EEO) in the unit.
- Mentor staff and facilitate knowledge management within the unit and throughout the team. Proactively work with staff to understand their professional goals and to identify professional development opportunities to help them achieve those goals.
- Initiate, coordinate, and organize process improvements and train staff to ensure effective operations in the unit.
- Develop, implement, and maintain procedures and train staff to ensure efficient operations in the unit.

Duty 2

General Summary:

Percentage: 40

Leadership team collaboration. Provide strategic and operational support to region leadership.

Individual tasks related to the duty:

- Connect with Region Leadership to ensure alignment with region priorities.
- Facilitate region employees' performance management processes. Be part of Region Leadership Team and make recommendations by using data analysis of workers' productivity and compliance.
- Support region employee engagement and attend to employees' needs. Acknowledge and respond to expectations and help create a culture of respect, trust and engagement to improve employee engagement and foster retention.
- Support supervisors and managers to ensure timely and accurate reporting and provide up-to-date data necessary to meet program reporting and evaluation requirements in alignment with the region's priorities.
- Collaborate with the Region Leadership Team to identify ways and implement strategies to maximize the value of the region's employees. Ensure resources are being utilized as efficiently as possible by addressing services compliance issues and support continuous improvements and learning regionwide.
- Develop and measure goals, implementation of process improvements, and recommend alternative strategies for region's processes. Ensure the overall administration, coordination, and evaluation remain in compliance with requirements regionwide.
- Work with appropriate teams and personnel to make recommendations for revised business/administrative processes and/or region programs, policies, and procedures.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- 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.

Position exercises considerable independent judgment to select proper courses of action affecting region employees.

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

In matters that may conflict with department policies and procedures including the implementation of region-wide procedures, rules or policies. When dealing with sensitive situations or cases that require serious employee discipline.

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.

Typical duties associated with an office environment which may include extensive use of a computer and remaining in a stationary position for extended periods of time. Ability to transport up to 25 pounds. May require overnight and statewide travel to meetings, seminars, training and conferences. Position requires ability to handle many work assignments, often with short deadlines. Position handles sensitive and confidential information and requires considerable tact and diplomacy. Position may require availability outside normal working hours based on operational needs.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
PEROD, WILLIAM	DEPARTMENTAL ANALYST-A 12	QUINN, FELICIA	DEPARTMENTAL ANALYST-A 12
CUNNINGHAM, VALERIE	DEPARTMENTAL TECHNICIAN-A 10	FICHTENBERG, TIMOTHY R	FINANCIAL ANALYST-A 12
VACANT	GENERAL OFFICE ASSISTANT-E	VACANT	VETERANS INTERNSHIP PROGRAM

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work. |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" 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 functions as a first-line professional manager of professional, paraprofessional and clerical positions in a complex work area. The Administrative Manager to the Metro Region provides overall management of the work area and provides support and guidance to unit staff, region management and employees through the application of rules, policies and procedures. The position is responsible for managing, coordinating and improving the work of section staff to ensure the completion and quality of assigned duties involving customer services, information technology, hiring, workforce programs, recruitment, and financial activities for the Metro Region. The position is instrumental in program planning, policy and procedure development, and represents the region at department and external meetings.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**25. What is the function of the work area and how does this position fit into that function?**

The unit manages personnel, administrative, financial and information technology services for the Metro Region. The executive section has the ultimate responsibility for administration in all matters pertaining to the Metro Region, including all facets of Delivery, Development and 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.

EXPERIENCE:

Departmental Manager 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Office management supervisory techniques.
- Labor relations.
- Employment practices and EEO policies.
- Rules, regulations, policies and procedures related to the work.

Skill in:

- Organization.
- Strategic planning.
- Budgeting.

Ability to:

- Communicate effectively.
- Analyze, interpret and explain rules, policies and procedures.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Possession of a valid driver's license is preferred.

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.

ASHLEY PARSONS

12/17/2025

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
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