

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DEPTMGR3E63N

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 MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Epidemiology and Population Health
4. Civil Service Position Code Description DEPARTMENTAL MANAGER-3	10. Division Division for Vital Records & Health Statistics
5. Working Title (What the agency calls the position) Departmental Manager 14	11. Section Vital Records & Health Data Services Section
6. Name and Position Code Description of Direct Supervisor PERRY, DIANE; STATE ADMINISTRATIVE MANAGER-1	12. Unit Internal Control Unit
7. Name and Position Code Description of Second Level Supervisor DUNCAN, JEFFREY D; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 333 S. GRAND AVENUE, LANSING / Monday - Friday; 8am to 5pm or as approved

14. General Summary of Function/Purpose of Position

This position will manage and oversee the functioning of the Vital Records Internal Control Unit which is comprised of the Changes Sub-Unit and Vital Records Maintenance and Monitoring Sub-Unit. This manager will oversee the development and implementation of plans for improving the Unit's accuracy and efficiency in responding to customer requests for changes or corrections to birth, death and divorce records, and the establishment of delayed birth and death records. Directs the review of documentation and makes determinations related to customer eligibility for the establishment of vital records or corrections to a vital record, as well as makes decisions on difficult, complex and unusual amendment and change application requests. This supervisor will respond to inquiries on more complex aspects of Michigan's vital record laws, rules, policies and procedures related to the release, establishment or changes of vital records. Develop and document policies and procedures for providing vital records customer services workflow. Ensure that confidential or identifying information utilized by unit staff are protected and all applicable policies and procedures for handling confidential or identifying information are followed. Establish and oversee the implementation of internal and statewide procedures for identifying, deterring and detect fraudulent activities involving vital records. Responsible for managing the policies and activities for providing vital records services consistently, accurately and efficiently throughout the state. Ensure that vital records are preserved consistent with vital record statutory requirements. Oversee or prepare responses to correspondence dealing with complaints, special inquiries, follow-up on requests or other problems. The supervisor will develop training programs when new legislation or technologies as introduced. This position will also assist with development and implementation of new projects that could include working with vendors offering solutions to our data needs and requirements. This position will also oversee the launch of Central Issuance to the local cities and counties to be able to issue state certified birth certificates. That consists of working with Management to assure that there is proper staffing as more jurisdictions come on board, overseeing training of both Vital Record and local jurisdictions, billing, audits, physical security and site visits.

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: 25

Responsible for planning, organizing, managing and evaluating the work activities of the Vital Records Customer Services Unit. This includes developing and monitoring work plans to ensure that the activities of the unit are meeting its customers' needs for issuance of accurate and timely copies of corrections and changes to vital records. This also includes overseeing personnel and fiscal matters within the Unit.

Individual tasks related to the duty:

- Establish and monitor work plans for directly supervised employees and provide direction to the sub-unit supervisor for establishing and implementing the unit, and for the sub-unit employee-specific work plans.
- Provide overall direction and the daily assistance needed by the staff and supervisor who report directly to this position to ensure that work plan objectives are met.
- Oversee the hiring, timekeeping, disciplining, skill development, setting of expectations for performance and evaluation of supervised staff in compliance with the UAW contract for covered employees.
- Monitor unit expenditures to assure that budget allocations are not exceeded.

Duty 2

General Summary:

Percentage: 15

Oversee the development and implementation of plans for improving the Unit's accuracy and efficiency in responding to customer requests for vital records services. Ensure that unit staff has the necessary training to work accurately and efficiently and provide customer friendly services continually changing environment for providing vital records customer services. Act as the principal staff advisor to the State Administrative Manager and the Department management on vital records customer services issues.

Individual tasks related to the duty:

- Work with customers and staff to gain a better understanding of what is needed to improve services.
- Monitor levels of incoming requests to assure that resources in the Internal Control Unit are being used effectively to process applications in a timely manner.
- Establish and maintain the working relationships needed to develop good customer services for those individuals and entities needing access to vital records.
- Request resources needed to improve services, such as the resources needed for automated access to more years and types of vital records for issuing copies or correcting records.
- Oversee the design and monitor the development of improvements by staff or by contractors.
- Monitor, review and compile weekly activity reports of staff work assignments.
- Design and oversee the staff training needed to improve the Unit's functioning.

Duty 3

General Summary:

Percentage: 15

Ensure that all unit staff have access to written policies and procedures for providing vital records customer services. These would document the full range of information needed for carrying out vital records customer services, including keeping informed regarding laws, rules, attorney general opinions and other policies, application forms, work processes and details on how to handle various situations.

Individual tasks related to the duty:

- Oversee the development and updates as needed of written policies and procedures for accurately and efficiently determining whether each applicant is eligible to receive a copy of a requested record or obtain a changed record.
- Oversee the development and updates as needed of written policies and procedures for efficiently locating requested records or determining that certain records requested were not registered in Michigan.
- Oversee the development and updates as needed of written policies and procedures for efficiently handling of requests for correcting, replacing amending, or adding birth records, for correcting death records, or for creating delayed registrations of birth or death.
- Oversee the development and updates as needed of written policies and procedures for carrying out other unit functions.
- Ensure that policies and procedures are consistent with statute and rule.
- Ensure that the new and all revisions to the written policies and procedures are distributed to unit staff and are easily accessible for ongoing reference.
- Ensure that unit staff are using the latest policies and procedures and understand their individual roles and responsibilities for carrying out the policies and procedures.

Duty 4

General Summary:

Percentage: 15

Responsible for managing the policies and activities for providing vital records services consistently, accurately and efficiently throughout the state. Ensure that the state office and the 109 local vital records offices comply with vital records laws, regulations and policies for the issuance and amendments to vital records.

Individual tasks related to the duty:

- Participate in regional and state vital records association meetings to ensure that vital records laws, regulations, and policies are followed.
- Work in cooperation with local registrars to explore ways to develop improved procedures for ensuring that only eligible parties access protected Michigan vital records and that services are provided more timely and efficiently.
- Negotiate cooperation between the state and local vital records offices in establishing, revising, and implementing procedures for issuing copies of vital records that are more uniform in appearance and content.
- Negotiate cooperation between the state and local vital records offices for storing and maintaining vital records.
- Develop or oversee the development of instructional materials. Investigate cases where vital records laws related to issuing vital records appear to be violated by state and local office staff.
- Report any actual violations to the state registrar for further actions.

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

Ensure that confidential or identifying information utilized by unit staff are protected and all applicable policies and procedures for handling confidential or identifying information are followed. Ensure that unit staff understand and properly comply with these policies and procedures.

Individual tasks related to the duty:

- Develop and update as needed, written internal policies and procedures for protecting confidential or identifying information utilized by unit staff.
- Ensure that the new, and all revisions to the written policies and procedures, are distributed to all unit staff and are easily accessible for ongoing reference.
- Ensure that unit staff are using the latest policies and procedures and understand their individual roles and responsibilities for carrying out the policies and procedures.
- Implement special safeguards for birth records that are sealed due to an adoption to ensure that these records are kept confidential and are released only in accordance with state law.

Duty 6**General Summary:****Percentage: 5**

Establish and oversee the implementation of internal and statewide procedures for identifying, deterring, and detecting fraudulent activities involving vital records.

Individual tasks related to the duty:

- Coordinate the development of state procedures with local vital records offices and with state and federal agencies such as immigration, passport services, law enforcement agencies, social security and social services, that require information from Michigan vital records.
- Ensure that procedures are developed and are followed in the state and local vital records offices to protect vital records from being illegally accessed or altered.
- Develop a working knowledge of the history of Michigan vital records for the purpose of knowing how records are physically located in the vault. This ability will be a useful tool in the training and monitoring of staff activities in the vault.
- Develop an awareness of other resources used in the detection of vital records fraud, such as internet sites, that identify key locations for a myriad of uses.
- Serve as the Local Agency Security Officer for LEIN users in the Vital Records Office.
 - Approve LEIN users.
 - Document LEIN system and LEIN computer usage in accordance with CJIS directives.
 - Inform MSP ISO of any LEIN related security incidents.

Duty 7**General Summary:****Percentage: 5**

Ensure that vital records are preserved, consistent with statutory requirements.

Individual tasks related to the duty:

- Make recommendations for preservation activities.
- Work with the State Archives in designing and implementing preservation policies and procedures.
- Implement appropriate storage and electronic primary and back-up techniques that ensure the indefinite preservation of the information contained in the vital records against loss or destruction.
- Oversee staff and volunteer activities related to the preservation of vital records.

Duty 8**General Summary:****Percentage: 5**

Handle customer telephone calls.

Individual tasks related to the duty:

- Discuss complex and/or sensitive situations with customers.
- Indicate what is allowable and possible when preparing responses to correspondence and customers who phone with complaints, special inquiries, follow-up on requests or other problems.
- Interpret and explain statutes and policies to customers in response to complex and/or sensitive issues.

Duty 9**General Summary:****Percentage: 10**

Assist in the development of new processes, projects and relationships with outside vendors or jurisdictions to enhance programs or provide improved customer service within the Customer Services Section of the Division for Vital Records and Health Statistics. Review federal and state laws to assure that the projects are consistent with vital record statutory requirements.

Individual tasks related to the duty:

- Work with outside vendors in the development of special projects that will provide better customer services to citizens requesting vital records.
- Work with State, Federal and external agencies, to improve the electronic communication of verification of vital events. Assure that proper contracts, security agreements and audits are in place to protect the access of Michigan's vital records. Coordinate our security measures with those suggested by NAPHSIS.
- Oversee the development of user guides, policies and procedures related to new projects.
- Oversee the development of training modules for centralization, physical security and site visits. Conduct training sessions, which will require some travel.
- Review state and federal statutes, guidelines and procedures to assure that projects meet statutory requirements.

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

Decisions in regard to establishing and interpreting policies and procedures that will be used by unit staff and decisions for approaches for enhancing unit efficiencies and accuracy. Decisions on how to manage work activities of unit staff and how to handle problems that arise.

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

- When it is not clear based on rule, statute, or previous attorney general's opinion on what is allowable.
- When someone is going to challenge one of our policies or procedures if you indicate that we cannot change the policy or procedure to what they want.
- When a local registrar or customer indicates that they will be complaining to Department leadership.

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 activities associated with an 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
FLORIAN, STEVEN L	DEPARTMENTAL SPECIALIST-2 13	JAKUS, MYLES	DEPARTMENTAL ANALYST-A
ROCKWELL, MICHELLE	DEPARTMENTAL SUPERVISOR-3 12	MUDRY, MICHELLE D	DEPARTMENTAL TECHNICIAN-E E9
ADAMS, APRIL L	DEPARTMENTAL TECHNICIAN-E E9	LINDQUIST, AMANDA M	DEPARTMENTAL TECHNICIAN-E E9
BRADY, BROOKE	DEPARTMENTAL TECHNICIAN-E	GRANT, CLARA D	GENERAL OFFICE ASSISTANT-E E7
BALDWIN, KEVIN D	GENERAL OFFICE ASSISTANT-E E7	VACANT	WORD PROCESSING ASSISTANT-E

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

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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 is responsible for managing the Vital Records Customer Services Unit. Duties will include overseeing the development and implementation for plans for improving the unit's efficiency and developing and documenting the policies and procedures to protect the confidential or identifying information on vital records, to address issues relating to fraudulent uses of vital records, and to ensure the preservation of vital records. Position is responsible for managing the policies and activities for providing vital records services consistently, accurately and efficiently throughout the state. Position will oversee and prepare responses to correspondence dealing with complaints, special inquiries, follow-up on requests or other problems. Position oversees the development of special projects assuring that they stay within statutory requirements and coordinate our security measures with those suggested by NAPHSIS.

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

Position was last reviewed for reclassification to the 14-level in 2012. Since last review, the position has been designated as the Local Agency Security Officer for LEIN users in the Vital Records Office. Duty 6 has been updated with the LEIN responsibilities and the LEIN TAC SubClass code will need to be added to the position due to the associated responsibilities and required background check. The mission statement has also been added to the KSA box of the position description. The overall function and responsibilities of the position remain the same; and factor ratings of 2, 5B also remain the same.

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

The function of this work unit is to process customer requests for vital records, including determining eligibility for requesting records, locating and issuing records and making legal changes to records. The unit work as a group to meet the needs of the customers in a timely, professional and efficient manner. The duty of this manager is to ensure that this unit functions in an efficient and customer-friendly manner, as the unit provides vital records customer services in accordance with state statutes and rules. This position will coordinate the implementation of new projects assuring that they stay within statutory requirements and coordinates our security measures with those suggested by NAPHSIS.

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.

SubClass Code - LEIN TAC - LNTC - Due to Criminal Justice requirements for LEIN operators, position requires incumbent submit fingerprints for state and federal criminal background checks; qualify for access under the criminal conviction policy per the Federal CJIS Security Policy and Michigan addendum; pass the LEIN certification test and be certified within 6 months of employment or assignment; and retest/recertify every 2 years. As a LEIN Terminal Agency Coordinator (TAC), position also requires incumbent complete a Basic LEIN TAC class and attend TAC updates every 2 years.

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:

As listed on the Civil Service job specification. In addition:

Must possess skills to develop a thorough knowledge of vital records laws and rules, as well as policies and procedures. Must possess excellent writing skills and the ability to communicate effectively both orally and in writing. Ability to interpret laws and rules relative to the work. Possess ability to establish program or service procedures and policies. Possess ability to instruct, direct and evaluate employees and to coordinate the work of others. Ability to establish and maintain good working relationships with local registrars and those entities who require vital records services.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect, and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

This position is designated as being sensitive in accordance to Policy 2021.1.

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.

LINDA SONG

5/22/2023

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.

PAUL WALTERS

Employee

Date