

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. HUMRMGR3A51N

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency</b> CIVIL SERVICE COMMISSION
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Human Resource Operations
<b>4. Civil Service Position Code Description</b> HUMAN RESOURCES MGR-3	<b>10. Division</b> Office of Human Resources - Michigan Department of Corrections
<b>5. Working Title (What the agency calls the position)</b> Disability Manager	<b>11. Section</b> Technical Services/Disability Unit
<b>6. Name and Position Code Description of Direct Supervisor</b> ZENEBERG, MARSHA; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>  
<b>7. Name and Position Code Description of Second Level Supervisor</b>  PATTERSON, JONATHAN C; SENIOR POLICY EXECUTIVE	<b>13. Work Location (City and Address)/Hours of Work</b> 206 E. Michigan Ave., Lansing, MI / 40 hours a week

**14. General Summary of Function/Purpose of Position**

This position is responsible for the day to day management of the MDOC Disability Management Unit. This position manages DMU staff. This position will maintain a high level of quality assurance ensuring that Unit performance standards meet or exceed expectations and that customer and employee satisfaction is evaluated and addressed. This position will ensure that workloads are evenly distributed and applied. Position requires in-depth analysis of calls and transactions to ensure leaves and worker compensation claims are completed within set guidelines.

Position requires high level communication and interaction with MDOC Management, Labor Relations Personnel, Third Party Vendors and confidential information. Position requires in-depth knowledge of Bargaining Agreements, Civil Service Rules and Regulations, Workers Compensation Act and Family Medical Leave Act.

Additionally, position shares responsibility as MDOC HR Liaison to DTMB Payroll Tax Reporting Division. Assisting PTRD to resolve any tax issues, payment concerns, and necessary adjustments. Additionally, position serves as point of reference for MDOC HR Offices with payroll concerns. This position also processes Employment Settlement Agreements and Imprest Checks for MDOC.

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: 40**

Provide operational leadership to daily operations.

**Individual tasks related to the duty:**

- Research and recommend policies for the DMU.
- Staff and determine work duties as appropriate.
- Determine workflow and utilization of best practices for efficient and customer friendly service.
- Provide consultation and guidance to human resources offices, supervisors and employees when requested.
- Responsible for on-going administration and hands-on management of complex cases to ensure appropriate resolution.
- Create best practice procedures for all functions related to disability management that can be shared statewide.
- Assume responsibility for providing timely, appropriate responses to requests/suggestions/complaints or refer such comment to the appropriate person.
- Represent the DMU at internal and external meetings.
- Meet with external vendors to identify software or process improvements.

**Duty 2**

**General Summary:**

**Percentage: 25**

Review, train and coach staff.

**Individual tasks related to the duty:**

- Selects and assigns staff, ensuring equal employment opportunities in hiring and promotion.
- Coach and provide on the job training as necessary.
- Audit staff transactions and evaluate phone calls for adherence to DMU quality assurance standards. Analyze transaction reports and reviewing NICE call evaluations.
- Provide direction and work prioritization of staff.
- Lead, promote and support a positive work culture for the unit's staff.
- Identify, recommend, and follow up with staff on development and training opportunities that strengthen individual and organizational effectiveness.
- Continually review and improve processes related to efficient and effective delivery of services.
- Approve time off requests.
- Address and administer performance issues as appropriate.
- Ensure proper labor relations and conditions of employment are maintained.
- Conduct monthly internal meetings and attend external meetings with MDOC HR Staff and MDOC Staff.

**Duty 3**

**General Summary:**

**Percentage: 15**

## Workplace Analysis

### Individual tasks related to the duty:

- Continuously review and improve processes related to efficient and effective delivery of services.
- Provide recommendations on technology improvements.
- Analyze phone and Seibel reports to achieve process and staffing efficiencies.
- Establish best practices that benefit operation.
- Review survey results to address or change any process, service or operational concerns.
- Aid in the development or improvement of unit job aids and training materials to benefit operation.
- Provide guidance on correspondence letters.
- Review unit website to ensure accurate content.

### Duty 4

#### General Summary:

Percentage: 15

Serve as the department payroll resource for all MDOC HR.

#### Individual tasks related to the duty:

- Provide expert advice and guidance to MDOC HR staff and management regarding complex pay concerns.
- Serve as Liaison between DTMB/PTRD and MDOC HR to address areas of concern.
- Provide MDOC HR with expert advice regarding W2s, and Employee Tax Set-up.
- Ensure appropriate processing of imprest cash, and settlement processing for reinstatements and backpay.

### Duty 5

#### General Summary:

Percentage: 5

Other duties as assigned.

#### Individual tasks related to the duty:

- Special projects, surveys and assignments as directed by management.

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

The administrator makes independent decisions on training needs, staffing needs and staff scheduling changes.

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

Decisions that have statewide policy, budgetary impact or that are of a highly sensitive nature must be discussed with employee's supervisor.

### 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.

Standing, sitting, lifting and 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.

NAME	CLASS TITLE	NAME	CLASS TITLE
MILLOY, AMBER L	HUMAN RESOURCES ANALYST-E P11	WEST, HEATHER A	HUMAN RESOURCES ANALYST-E 9
MORGAN, STEPHANIE R	HUMAN RESOURCES ANALYST-E 9	WARD, BENJAMIN	HUMAN RESOURCES ANALYST-E P11
DUNNAM, KELLIE J	HUMAN RESOURCES ANALYST-E P11	HILLIS, TERESA M	HUMAN RESOURCES ANAL DPT TR-E 9
FISHER, AMY L	HUMAN RESOURCES ANAL DPT TR-E 9	VACANT	HUMAN RESOURCES TECHNICIAN-A
VACANT	HUMAN RESOURCES TECHNICIAN-A	CASADAY, MAKAYLA M	HUMAN RESOURCES TECHNICIAN-E 8
LADOUCEUR, ROCHELLE M	HUMAN RESOURCES TECHNICIAN-E E9	FREDERICK, ANTHONY A	HUMAN RESOURCES TECHNICIAN-E 8
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?

To provide day to day management of staff within the MDOC-Technical Services/Disability Unit.

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

N/A

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

The MDOC Technical Services/Disability Unit processes leaves of absence, W/C adjustments and other medical related claims for all MDOC employees. This position provides day to day management of staff within MDOC Technical Services/Disability Unit. Additionally, provides pay assistance to MDOC HR.

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:**

**Human Resources Manager 13 - 15**

Four years of professional experience providing personnel management or human resources development services in classification, compensation, labor relations, staff development and training, or other areas of professional human resources management, including two years equivalent to a Human Resources Analyst P11 or Human Resources Developer P11, or one year equivalent to a Human Resources Analyst 12 or Human Resources Developer 12.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of the principles and techniques of employee development and training. Knowledge of Michigan Civil Service Rules, regulations, procedures, and forms related to personnel transactions and the merit system. Knowledge of employee practices and related laws, rules and standards, including equal employment opportunity policies and procedures, civil rights, and other related laws and practices. Knowledge of employee rights, benefits, and obligations. Knowledge of supervisory techniques. Ability to interpret and apply laws, rules, and regulations. Ability to organize, evaluate, and present information effectively, both verbally and in writing.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

**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.***

SALLY VAN VYVE

3/6/2020

\_\_\_\_\_  
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