

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

Position Code

1. DPTLTCHEZ96R

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) Office of Organizational Development
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division
5. Working Title (What the agency calls the position) Organizational Development Technician	11. Section Organizational Development
6. Name and Position Code Description of Direct Supervisor ULBRICH, DEBRA J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor THELEN, AMBER Y; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 425 W. Ottawa Street, Lansing, MI 48909 / M-F, 7:30am-4:30pm (hours may vary)

14. General Summary of Function/Purpose of Position

This position carries out a range of duties to support departmental programs, services, and activities related to project management activities including technical writing and facilitation as well as recruitment and development activities. The position is also responsible for various software/information technology (IT) systems for project management, recruitment interest and follow-up tracking, and other associated items.

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

Assist the Office of Organizational Development (OOD) facilitators and/or project managers with project management activities (e.g., creating and tracking work breakdown structures (WBS), resource monitoring, task due dates, deliverable due dates, etc.) for specific projects. Perform technical writing duties (e.g., creation and/or documentation of project charters, team charters, scope statements, white papers, research documentation, etc.). Provide support facilitation by co-facilitating with a senior/lead facilitator, facilitate small activities alone, and other duties as assigned by a senior/lead facilitator.

Individual tasks related to the duty:

- Select, design, and create documents as a technical writer (e.g., charters, scope statements, research papers, formal presentations, etc.).
- Provide implementation support and follow-up services through all project management phases for all types of facilitation services. These may include, but are not limited to, e-mails to project teams, project status updates and reminders, data entry into a project management IT system, communication to the customer's project team lead, etc.
- Provide implementation support and follow-up services on projects facilitated by the OOD facilitators. This includes data input into Monday.com and follow-up with MDOT project managers regarding project tasks.
- Assist the OOD facilitators by facilitating small group activities as needed and mapping (flowcharting) process steps as needed.
- Create reports on project-based metrics. Track and monitor metrics. These metrics can include efficiencies gained, monies saved, satisfaction, number of events held, number of participants, etc.
- Function as the system administrator for the project management system (e.g., Monday.com, etc.). This includes, but is not limited to, creating user accounts, assisting with password resets, monthly data dumps, generating reports, creating and maintain records, general software program administration, etc.
- Research emerging technologies and trends for project management, technical writing, and other items as assigned and present ideas to senior analysts and specialists.
- Create reports to show project status, which are given to senior analysts, specialists, engineers, etc. to determine the health of the project and if changes are needed.

Duty 2

General Summary:

Percentage: 40

Assist the OOD Workforce Programs and Recruitment Section with recruitment and development activities.

Individual tasks related to the duty:

- Assist with the set up and pre-work of classes, events, presentations, workshops, and onsite visits to colleges, universities, high schools, etc. Provide on-site assistance to attendees/participants.
- Create reports on project-based metrics. Track and monitor metrics. These metrics can include, but are not limited to, efficiencies gained, monies saved, satisfaction, number of events held, number of participants, etc.
- Function as the system administrator for the project management system (e.g., Monday.com, Handshake, etc.). This includes, but is not limited to, creating user accounts, assisting with password resets, monthly data dumps, generating reports, creating and maintaining records, general software program administration, etc.
- Assist with system administration duties for the recruitment interest and tracking system, which is used to track contact information of people interested in learning more about MDOT jobs. This includes, but is not limited to, creating and maintain records, pulling reports from data, etc.

Duty 3

General Summary:

Percentage: 20

Perform support duties and research for the OOD.

Individual tasks related to the duty:

- Aid in the preparation of effective, tactful presentations using PowerPoint, Visio and other presentation tools/technologies. Research the subject, ask questions, and determine what message needs to be conveyed. Create a draft presentation for use by senior staff.
- Research and collect data regarding organizational development trends and recruitment strategies for the OOD staff.

- Participate in continuous improvement activities. This may include, but is not limited to, research of best practices in continuous improvement, creation of continuous improvement activities, creation of flow charts, etc. This is to show where a work area currently is, the performance or communication gaps, and how to close said gaps.
- Assist with IT and audio/visual needs for conferences, workshops, meetings, and events.
- Maintain visual management tools to assist with project management and strategy. This includes updating the Project Management Board with color-coded tasks/projects as well as dates/months.
- Use guidance documents and checklists to ensure consistency for process improvements and project management tasks.
- Serve as the OOD procurement card coordinator responsible for reviewing and ensuring compliance with Department of Technology, Management and Budget (DTMB) purchasing policies.
- Manage an OOD procurement card, associated reporting, and SIGMA transactions.
- Perform tasks related to the acquisition and payment of materials, supplies, services, and contracts.
- Perform 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.

Under the guidance of the manager and senior/specialist level staff, make decisions that involve understanding customer expectations, learning and development opportunities, measurement and assessment tools, the creation of appropriate products and services, and the policies, practices, and culture such products are to support.

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

- When addressing politically sensitive or complex issues.
- When deviating from standards/practices.
- When testing new materials, methodologies, and approaches.

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.

Must be able to travel statewide to conferences and events, with overnight travel occasionally required. Ability to transport equipment and materials and present information using a variety of media. The work is performed primarily in a climate-controlled state office building which requires operating a computer for extended periods of time. 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.

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?

Yes.

23. What are the essential functions of this position?

This position carries out a range of duties to support departmental programs, services, and activities related to project management activities including technical writing and facilitation as well as recruitment and development activities. The position is also responsible for various software/IT systems for project management, recruitment interest and follow-up tracking, and other associated items.

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 Organizational Development Section is responsible for the development and delivery of process improvement workshops, customized facilitation, strategic planning, process mapping, teambuilding, and other specialized services department-wide. The purpose of the Section is to support and enhance MDOT employees' and managers' performance in order to achieve the MDOT Business Plan and Strategic Objectives.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Rules, regulations, policies, procedures, precedents and terminology used in the work.
- The techniques of using reference materials and organizing data for reports.
- The techniques of interviewing and obtaining information.
- Organizations, workflows, staffing, forms, and procedures.

Ability to:

- Plan, direct, and coordinate work projects.
- Manage multiple projects.
- Extract and present significant facts from data.
- Interpret and apply laws, rules, and regulations.
- Analyze data and operations and make recommendations for changes.
- Conduct training and information sessions.
- Communicate effectively.
- Maintain favorable public relations.
- Utilize computers and Microsoft Office applications.

**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.

KELSEA COLE

9/9/2025

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