

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

**Position Code**

1. DEPTALTEL33Y

## 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> DEPARTMENT OF STATE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Customer Services Administration
<b>4. Civil Service Position Code Description</b> Departmental Analyst-E	<b>10. Division</b> Office of Business and Internal Services
<b>5. Working Title (What the agency calls the position)</b> Departmental Analyst	<b>11. Section</b> Internal Services Section
<b>6. Name and Position Code Description of Direct Supervisor</b> ALEXANDER, CYNTHIA; DEPARTMENTAL MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> VANBOLDEN, ELVINE; STATE ADMINISTRATIVE MANAGER	<b>13. Work Location (City and Address)/Hours of Work</b> 7064 Crowner Drive, Lansing, MI 48918 / Monday - Friday, 8:00 a.m. - 5:00 p.m.

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

This position will support the Michigan Department of State's Internal Services Section Work area for Enhanced Services, which processes traditional driver and vehicle Secretary of State transactions internally. The position will establish and review procedures for various positions within the Section, make recommendations for workflow and process improvements to management, including revisions in legislation, policy or procedure. The position will track changes in legislation, policy, and procedure that may impact the work area and communicate this information to the appropriate personnel. The position will work with designated project personnel to identify any changes in process and document changes as a training guide for trainers and staff. The position may serve as a project lead and as the training facilitator for the Section. The position will develop, implement, and review metrics for the Work area.

**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**

Establish and review procedures and workflow designs.

**Individual tasks related to the duty:**

- Establish and review procedures for various positions within the work area.
- Create workflow designs for work processed within the work area.
- Make recommendations for workflow and process improvement to management.
- Make recommendations for changes in legislation, policy and procedure to management.
- Track changes in legislation, policy and procedure; communicate changes to appropriate personnel.
- Work with designated project personnel to identify any changes in process and document changes as a training guide for trainers and staff.
- Serve as a project participant or lead on projects that impact the work area.

**Duty 2**

**General Summary:**

**Percentage: 25**

Serve as training coordinator for the Internal Services Section

**Individual tasks related to the duty:**

- Lead in the development of training material regarding changes to software, hardware, legislation, policies and procedures; create job aides and identify resources and tools for trainer and staff use.
- Oversees or conducts complex driving record transactions or system access updates to CARS, or other driver-related information systems
- Serve as a liaison to other areas within the Department regarding changes to software, hardware, legislation, policies and procedures.
- Provide training statistics, analysis, and recommendations to unit trainers to promote and execute effective training methods.
- Establish, implement, and maintain training records for the work area.
- Identify training needs, document goals and progress on both a work area and individual staff level.

**Duty 3**

**General Summary:**

**Percentage: 15**

Establish, review, and analyze metrics/data to ensure efficient operation of the work area. Establish and prepare reports.

**Individual tasks related to the duty:**

- Review and monitor statistical data for work processed in the work area.
- Establish processes to measure the effectiveness of changes to software, legislation, policy, or procedure within the work area and creates reports of those findings.
- Assist unit technicians in the collection and analysis of data.
- Analyzes trends in the data presented by unit technicians.
- Compile data for each of the program areas or job types and prepare reports for management.
- Establish, implement, and monitor training statistics.

**Duty 4**

**General Summary:**

**Percentage: 10**

Additional duties as assigned.

**Individual tasks related to the duty:**

- Assists with Executive Office and Office of Communications with referrals that are often detailed and complex in nature.
- Correspond with customers daily via email, phone, in person, and mail.
- Complete work-related special projects as assigned.
- Work with staff to address customer needs that are sensitive in nature.
- Attend meetings as required.

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

Procedural and processing decisions that may be unusual or complex, permissions for overrides or exceptions with sufficient documentation and verification.

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

Decisions that would impact changes in legislation, policy or procedure. Situations that are politically sensitive.

**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.**

Position involves prolonged sitting at desk. Some movement between work units within the same building.

**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 will support the Michigan Department of State's Internal Services Section Work area for Enhanced Services, which processes traditional driver and vehicle Secretary of State transactions internally. The position will establish and review procedures for various positions within the Section, make recommendations for workflow and process improvements to management, including revisions in legislation, policy or procedure. The position will track changes in legislation, policy, and procedure that may impact the work area and communicate this information to the appropriate personnel. The position will work with designated project personnel to identify any changes in process and document changes as a training guide for trainers and staff. The position may serve as a project lead and as the training facilitator for the Section. The position will develop, implement, and review metrics for the Work area.

**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 Internal Services Section processes driver's licenses, personal identification cards, vehicle title and registrations, and disability placards by mail and online. This section serves Michigan residents who choose to do business via alternative services rather than visiting a Secretary of State branch office, including those who are temporarily out of state such as military personnel, college students, and vacationers.

**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.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the rules, regulations, policies, procedures, and forms related to vehicle record and processes.
- Knowledge of research methods and principles, statistics, operational analysis, and cost analysis.
- Knowledge of the legislative process.
- Knowledge of business intelligence processes.
- Ability to analyze large data sets.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Position requires incumbent be a United States Citizen and pass a thorough background investigation to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

*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.*

HOLLY WHEELER

9/10/2021

\_\_\_\_\_  
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