

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPSPL2

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 TREASURY CENTRAL PAYROLL
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Operational Excellence Bureau
4. Civil Service Position Code Description Departmental Specialist-2	10. Division People and Culture Division
5. Working Title (What the agency calls the position) Treasury Inclusive Access Specialist	11. Section
6. Name and Position Code Description of Direct Supervisor KUYKENDOLL, ASHLEY A; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor COLLINS, ELIZABETH; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7285 Parsons Drive, Operations Center, Dimondale, MI / Monday-Friday 8:00am-5:00pm

14. General Summary of Function/Purpose of Position

The position will serve as the Department of Treasury's specialist responsible for language access coordination to comply with the Meaningful Language Access to State Services Act (2023 PA 241), Meaningful Language Access to State Services Policy 1660 & Procedure 1660.01, Title VI of the Civil Rights Act of 1964, and other applicable language access federal and state regulations. As the Language Access Coordinator (LAC) the position will guide the work in developing and implementing Treasury's language access plan and will be responsible for ensuring that language access is executed across Treasury's administrations, offices, and bureaus and in accordance with applicable legislation. The LAC will also be the point of contact for Treasury's Inclusive Access liaisons for effective coordination, technical assistance, and guidance about language access needs and development. This role will serve as Treasury's recognized expert and coordinate and language access needs throughout the department.

In addition, the role will assist as the department-wide specialist for internal training and resource development related to digital accessibility standards and compliance. This position provides resources regarding accessibility-related content through the department's website, interpretative materials, brochures, and other materials ensuring information is provided in alternative formats in coordination with Communications, Facilities, and Human Resources.

This position serves as a liaison with Operational Excellence and Treasury Leadership on language related initiatives and reports. As an internal consultant, provide guidance and support to high level business leader on translation and engagement with English as a Second Language (ESL) public inquiries. Create programs and policy that will increase awareness and compliance. Establish, administer, evaluate, modify, report, promote, and support meaningful language access opportunities within Treasury.

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: 60

The position will serve as the Department of Treasury's specialist responsible for language access coordination to comply with the Meaningful Language Access legislation. This includes partnering with Treasury business areas to coordinate and maximize language access efforts.

Individual tasks related to the duty:

- Recommends criteria, standards, and guidelines to assess Treasury's program structures and determines their compliance and compatibility with the objectives and priorities of the state.
- Interprets existing and proposed laws, policies, and procedures as they relate to the program area. Consults with state, local, and federal government as well as interested parties in this regard.
- Designs and implements methods for program review, evaluation, and cost analysis.
- Establishes, administers, evaluates programs, and recommends program policies and procedures.
- Identifies and resolves complex barriers related to current or forecasted language access strategies and methods, by analyzing the issue(s), identifying solutions to eliminate or minimize the problem, implement the solution, and communicate appropriate information to prevent future issue(s).
- Collaborates across the department to develop core programming efforts that strengthen Treasury's infrastructure toward language access and effective communication (i.e. bilingual qualification and certification program with Human Resources/Civil Service/Office of Global Michigan).
- Coordinates and engages with the state-wide Language Access Coordinator (LAC) and other departments Language Access Coordinators (LAC) for additional resources, best practices, and implementation recommendations.

Duty 2

General Summary:

Percentage: 30

Research and analyze data, statistical trends, and best practices to identify issues and approaches for language/service access practices, policies, and materials. Assist as the department-wide specialist for internal training and resource development related to digital accessibility standards and compliance.

Individual tasks related to the duty:

- Analyzes ongoing program operations and recommends modifications of policies and procedures to meet compliance and commitments of Treasury Inclusive Access, including meaningful language access more effectively
- Develops program metrics, goals, and plans for implementation.
- Reviews appropriate data sets to anticipate and plan for specific language services needs that create access to Treasury systems and services.
- Implements and monitors effective collective feedback and monitors language access needs. Maintains records and prepares correspondence in compliance with reporting standards and leadership engagement.
- Designs staff training and resources on such subjects using data to drive changes, monitor trends, and maximize staff development and awareness.
- Provides training and facilitated discussion on current opportunities for improvement and organize information to support awareness and compliance.
- Conducts special projects, studies, and prepares budget analysis for review related to translation and training needs.
- Leads research, performs complex analysis, and creates reports to monitor effectiveness.
- Tracks trends and determines areas of need based on complex information across various platforms.
- Creates and manages complex assessment tools to evaluate and improve the process.
- Analyzes on-going program operations and recommends modifications of policies and procedures to achieve greater efficiency and effectiveness.

Duty 3

General Summary:

Percentage: 10

Perform other duties to support Operational Excellence, as assigned.

Individual tasks related to the duty:

- Leads special complex projects and workgroups as assigned by management.
- Identifies learning opportunities and presents them to management.
- Leads meetings and presents at conferences as required by management.
- Partners with work areas to address department concerns.
- Performs other duties as directed by management.
- Supports Treasury's People & Culture division initiatives.

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

Works independently in researching, analyzing, and compiling data, creating/updating processes, and determining/delivering recommendations to Treasury Leadership.

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

Decisions that affect the policies, procedures, and metrics of the Section and/or Division. Decisions related to priorities and direction of recruiting efforts.

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.

The individual must work at a desk for long periods of time. Travel to various Treasury buildings which may result in extended time spent standing or sitting. Carry and deliver materials as appropriate.

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 is the recognized resource responsible for language access coordination to comply with Meaningful Language Access.
- Performs other duties to support the People & Culture section, as assigned.

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

New position.

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

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This position serves as a liaison with Operational Excellence and Treasury Leadership on language related initiatives and reports. As an internal consultant, provide guidance and support to high level business leader on translation and engagement with English as a Second Language (ESL) public inquiries.

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 Specialist 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 the operational and technical problems involved in the administration of a specialized program.

Knowledge of the assigned program specialty.

Knowledge of methods of planning, developing, and administering programs.

Knowledge of state and federal laws and legislative processes related to the work.

Knowledge of the need, preparation, and use of reports.

Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.

Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.

Ability to plan, coordinate, and expedite work projects.

Ability to interpret complex rules and regulations.

Ability to communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

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.

SONYA CARTER

12/9/2025

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