

**Position Code**

1.

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

This position description serves as the official classification document of record for this position. Please complete this form 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> Licensing and Regulatory Affairs
<b>3.Employee Identification Number</b>	<b>9.Bureau (Institution, Board, or Commission)</b> Construction Codes
<b>4.Civil Service Position Code Description</b> Departmental Analyst	<b>10.Division</b> Survey, Operations, Licensing, and Enforcement
<b>5.Working Title (What the agency calls the position)</b> Enforcement Analyst	<b>11.Section</b> Enforcement
<b>6.Name and Position Code Description of Direct Supervisor</b> BADGER, FELICIA N; STATE ADMINISTRATIVE MANAGER-1	<b>12.Unit</b>
<b>7.Name and Position Code Description of Second Level Supervisor</b> GENSLER, ALESHA A; STATE DIVISION ADMINISTRATOR	<b>13.Work Location (City and Address)/Hours of Work</b> 611 W. Ottawa, Lansing, MI / M-F 8-5

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

This position functions as an analyst for complaints submitted under the authority of the Occupational Code, the Skilled Trades Regulation Act, the Elevator Licensing Act, the Elevator Safety Board, the Mobile Home Commission Act and all associated administrative rules and codes. This position applies licensing law provisions to consumer and local governmental enforcing agency complaints relative to construction work performed on residential and commercial structures, as well as mobile home parks, and conducting compliance conferences to resolve issues. In conjunction with the section's Regulation Agents, this position performs a variety of complaint resolution assignments by applying analytical expertise; and prepares and update procedures in accordance with statutes and rules.

**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: 65**

This position reviews all complaints submitted under the authority of the Occupational Code, the Skilled Trades Regulation Act, the Elevator Licensing Act, the Elevator Safety Board, the Mobile Home Commission Act and all associated administrative rules and codes.

**Individual tasks related to the duty.**

- Work with the Section's Regulation Agents, processing and investigating all licensing complaints.
- Review complaints to determine if the complaint is within the bureau's scope of authority.
- Draft summary of the documentation received regarding complaint allegations, including a recommendation of bureau proposed action.
- Review, analyze and apply statutory requirements to assure an appropriate resolution to the consumer complaint.
- Perform related research required to initiate the investigation and assure appropriate statutory or rule citations.
- Review program inspector's report to assure appropriate citations and completeness of investigation/inspection.
- Prepare correspondence to appropriate parties including the respondent, complainant, state and local inspectors, state and local governmental officials, consumers, attorneys, and contractors.
- Ensure all required information for a complaint file is obtained and properly documented to make sound regulatory reporting decisions.
- Make recommendation to the division chief or senior analyst for the proper course of action to achieve compliance with state laws, codes, and rules.
- Ensure that uniform and timely management of complaint records, investigations, and regulatory reporting occurs per procedures, standards, and regulations.
- Explain complaint process and procedures to customers, local governmental officials, legislators, attorneys and company representatives.
- Provide information to licensees, complainants, and others regarding process to file a petition or written demand for a hearing.

Duty 2

**General Summary:**

**Percentage: 30**

This position assists Regulation Agents and Section Manager with informal conferences with licensees prior to initiating administrative action and conducts compliance conferences.

**Individual tasks related to the duty.**

- Summarize investigative findings related to specific complaints.
- Prepare appropriate correspondence to appropriate parties.
- Prepare complaint file including all supporting documentation.
- Assist Regulation Agents with informal settlement conference.
- Prepare settlement agreements.
- Assist senior staff in the preparation of complaint issues going before the appropriate board or going before an Administrative Law Judge.
- Assist senior staff at board meetings or during court proceedings.
- Conducts an informal compliance conference, meeting with the licensee and his or her attorney in an attempt to resolve the alleged statutory, administrative rule or code violation.

- Clarifies fact patterns used during the investigation process and identifies applicable laws used during the investigation process.
- Attend Board/Commission meetings to provide information to board/commission members to assist and obtain a recommendation for a resolution.
- Obtains approval of proposed resolution agreement reflecting the proposed settlement terms.
- Recommends specific disciplinary actions and sanctions as appropriate.

### Duty 3

#### **General Summary:**

**Percentage: 5**

Other duties and projects as assigned.

#### **Individual tasks related to the duty.**

- Develop training modules and conduct training.
- Prepare updates to websites and monitor content.
- Research and compile information for miscellaneous reports.
- Assist in developing and analyzing procedures and implementing improvements to streamline processes.

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

Prioritize work activities to achieve section goals, exercise judgement when reviewing complaint files and determination of applicable statute, rule, policy or procedure. The decisions have a significant impact on programs and the customers who submit complaints as well as the licensees.

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

The individual will make decisions regarding workload and seeks supervisor's assistance for matters which are out of the ordinary.

#### **18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

The job is performed in a general office setting environment. The position requires minimal physical effort or exertion. Physical effort would be sitting, standing, and walking to other areas and transporting files within the office. Environmental conditions would be limited to exposure to the heating and cooling of the building during the 8-hour day. The position requires extensive use of a personal computer.

#### **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. (If more than 10, list only classification titles and the number of employees in each classification.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
N/A			

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 functions as an analyst for statewide complaint programs administered by the bureau. This position applies licensing law provisions to consumer and local governmental enforcing agency complaints; in conjunction with senior staff, prepare for and attend informal conferences and conducts compliance conferences and carries out a range of professional research and analysis.

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

No change.

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

The Bureau of Construction Codes is responsible for the intake, processing, and adjudication of administrative complaints regarding a licensing population of over 140,000 individuals in nine professions. The primary function of this work area is to draft administrative documents which address issues involving the Michigan Occupational, Skilled Trades Regulation Act, the Elevator Licensing Act, the Elevator Safety Board, and the Mobile Home Commission Act, and to represent the interests of the state of Michigan in various stages of the administrative process. The duties of this position comport exactly with the functions of the Enforcement Section. This position analyzes and applies the various licensing and regulatory statutes and rules.

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

**Education and Experience for Departmental Analyst (Departmental Analyst) 9-11**

**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.

***NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

*I certify that the entries on these pages are accurate and complete.*

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY EMPLOYEE**

*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's Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**