

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTMGR4

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 LEO-MSHDA
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Manager-4	10. Division Rental Assistance
5. Working Title (What the agency calls the position) Participant Services Manager	11. Section Participant Services
6. Name and Position Code Description of Direct Supervisor BROOKS, MARSHALL; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor KEMMIS, LISA M; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work MSHDA 735 E. Michigan Ave. Lansing 48912 / Monday - Friday 8 a.m. - 5 p.m.

14. General Summary of Function/Purpose of Position

The Participant Services Manager is responsible for overseeing the delivery of comprehensive customer service and administrative support functions essential to the effective statewide administration of the Housing Choice Voucher (HCV) Program. This position manages a team that serves as the primary point of contact for program participants, landlords, and the public, ensuring timely and accurate responses to inquiries received via phone, email, walk-in visits, and written correspondence, including third party inquiries.

The manager coordinates and supervises the handling of participant complaints, landlord concerns, and requests for informal reviews, ensuring compliance with federal and state regulations. The role also includes oversight of Freedom of Information Act (FOIA) request processing, records retention, mail services, and other office support functions. The Participant Services Manager ensures that all services are delivered with a focus on equity, efficiency, and customer satisfaction, while maintaining adherence to program policies, legal requirements, and internal performance standards.

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: 30

Customer Service Oversight

Individual tasks related to the duty:

- Monitor daily operations of the customer service team to ensure timely and accurate responses to participant and landlord inquiries.
- Review and analyze call center and email response metrics to identify trends and service gaps.
- Develop and update standard operating procedures (SOPs) for handling inquiries and walk-in support.
- Coordinate with Operations and program staff to resolve system-related issues affecting customer service delivery.
- Ensure equitable access to services for individuals with limited English proficiency or disabilities.
- Ensure adequate customer service support is available to program participants during MSHDA business hours.

Duty 2

General Summary:

Percentage: 20

Informal Reviews and Complaints Oversight

Individual tasks related to the duty:

- Oversee the scheduling and coordination of informal reviews in accordance with HUD regulations and agency policy.
- Oversee the review of case documentation and ensure proper notice and due process are provided to participants.
- Track and analyze complaint trends to identify systemic issues or training needs.
- Serve as liaison between participants, legal counsel, and hearing officers.
- Ensure timely resolution of complaints and documentation of outcomes.

Duty 3

General Summary:

Percentage: 15

FOIA and Legislative Correspondence Oversight

Individual tasks related to the duty:

- Monitor the receipt, logging, and tracking of all FOIA requests and legislative inquiries.
- Coordinate with legal and program staff to gather responsive documents.
- Review and approve timely responses to third party entities and requestors.

Duty 4

General Summary:

Percentage: 15

Office Services Management

Individual tasks related to the duty:

- Oversee daily mail processing, including incoming and outgoing correspondence.
- Ensure compliance with state records retention schedules and secure storage of sensitive documents.
- Coordinate with facilities and IT for office equipment and supply needs.
- Develop and maintain filing systems for participant records and administrative documents.
- Oversee the shipping and receiving of physical program records

Duty 5

General Summary:

Percentage: 15

Staff Supervision and Development

Individual tasks related to the duty:

- Assign work, set priorities, and monitor performance of customer service and administrative staff.
- Conduct annual performance evaluations and provide regular coaching and feedback.
- Identify training needs and coordinate professional development opportunities.
- Approve time and attendance and ensure compliance with Civil Service and MSHDA rules.
- Foster a positive and inclusive team culture that supports employee engagement and growth.

Duty 6

General Summary:

Percentage: 5

Program Reporting, Quality Assurance, and Other Duties

Individual tasks related to the duty:

- Develop and maintain reports to track service delivery metrics.
- Analyze data to identify trends, gaps, and opportunities for improvement.
- Lead quality assurance reviews of customer service interactions and case handling.
- Recommend and implement process improvements to enhance efficiency and customer satisfaction.
- Participate in cross-functional workgroups and policy development initiatives.
- Represent the agency at public meetings, trainings, or interagency collaborations.
- Support special projects or pilot programs related to housing access and equity.

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

Independently makes decisions regarding employee hiring, leave approval, employee evaluations, work load distribution, staff training needs, and effective procedural guidelines.

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

Those decisions that go beyond the scope of knowledge for this position, and those that have potential Division and Agency-wide repercussions.

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.

Typical office environment. Statewide travel and/or virtual meetings with key stakeholders to discuss current and future projects. Statewide travel to train management companies, providing oversight and monitoring program.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
NEUMANN, DEBORAH	DEPARTMENTAL SPECIALIST-2 13	THOMAS, STACY C	DEPARTMENTAL ANALYST-E P11
BERRY, CARMEN	DEPARTMENTAL TECHNICIAN-E E9	THELEN, LYDIA R	STUDENT ASSISTANT-E A
WELLS, SONYA	DEPARTMENTAL TECHNICIAN-A 10	EMBRY, DANIELLE	DEPARTMENTAL TECHNICIAN-E E9

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?

The essential functions of the Participant Services Manager include overseeing the daily operations of customer and landlord service delivery to ensure timely, accurate, and equitable responses to inquiries received via phone, email, and walk-in support. The position provides direct supervision to customer service and administrative staff, including assigning work, evaluating performance, and supporting professional development. The manager coordinates the scheduling and facilitation of informal reviews and ensures the resolution of participant and landlord complaints in compliance with HUD regulations. This role also administers the intake and response process for Freedom of Information Act (FOIA) requests and legislative inquiries, ensuring legal compliance and timely communication. Additionally, the manager oversees office services such as mail processing and records retention, maintaining adherence to state policies. The position is responsible for monitoring program performance, preparing reports, and recommending service improvements. Participation in cross-functional initiatives, special projects, and other duties as assigned is also required.

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?

The Participant Services Unit is responsible for delivering front-line support and communication for the Housing Choice Voucher (HCV) Program, ensuring that program participants, landlords, and the public receive timely, accurate, and equitable assistance. This includes managing inquiries, complaints, informal reviews, FOIA requests, and general administrative services such as mail and records retention. The unit plays a critical role in maintaining program transparency, accessibility, and compliance with federal and state regulations. The Participant Services Manager leads this unit by supervising staff, coordinating service delivery, and ensuring that all functions are carried out efficiently and in alignment with program goals. This position is essential to maintaining the integrity and responsiveness of the HCV Program's public-facing operations.

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 Manager 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 training and supervisory techniques.
Experience in Housing Choice Voucher administration preferred.
Ability to organize, evaluate, and present information effectively.
Ability to interpret laws, rules, and regulations relative to the work
Ability to communicate effectively.
Ability to organize and coordinate the work of others.

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.

AMBER MARTIN

Appointing Authority

1/8/2026

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