

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

Position Code 1. DPTLTCH

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 Technician-E LT	10. Division Neighborhood Development Division
5. Working Title (What the agency calls the position) NDD Technician Limited Term	11. Section
6. Name and Position Code Description of Direct Supervisor DAVIS, JAMES M; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor JOY, TONYA L; STATE DIVISION DIRECTOR 17	13. Work Location (City and Address)/Hours of Work Monday-Friday 8 a.m. – 5 p.m.

14. General Summary of Function/Purpose of Position This position serves as the statewide MI-Hope and/ or MICH technician with respect to federal and state funded programs tied to energy efficiency and accessibility/visibility. This Technician position will have direct contact and/or portal outreach as needed with Michigan residents seeking home rehabilitation. This Technician position will validate application data and may interface directly with applicants or designated subrecipients partners to confirm program eligibility and progress and performs activity data entries review and analysis. The Technician will establish a close working relationship with the NDD operation team and other State agencies in respect to the program and professionally represent MSHDA NDD in all contact. The Technician will objectively and fairly provide program detail and instructions to all Michigan residents seeking program information as able, and impartial to personal prejudices or discrimination, by answering incoming telephone calls, sending printed material, or referring the resident appropriately for assistance and coordinating with subrecipient agencies. Tracking progress of the NDD portfolio and undertaking pre-closeout data entry within the IGX and IDIS grant management systems is required.

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:

70%

Provides ongoing technical assistance and implementation support for MI HOPE and MICH Activities submitted in IGX. The technician is responsible for reviewing and processing activities to ensure compliance with MICH and MI HOPE program guidelines. Individual tasks related to the duty:

- Analyze & review MI HOPE & MICH data submitted through IGX Activity process to determine project reimbursement to the local units of government and non-profits.
- Identifies areas where the organization needs revisions or additional information in IGX activities.
- Coordinates with senior staff to correspond with subrecipients to address data deficiencies and remedy documentation to facilitate payment.
- Approves Activities in IGX when the MICH and MI HOPE program guidelines are met.
- Provides feedback and seeks assistance from management for more complex cases.
- Makes recommendations to improve overall activity effectiveness to address compliance concerns.

Duty 2

General Summary:

Percentage: 20

Technician will independently review and recommend action associated with an applicant's eligibility for federal grant assistance from the MI HOPE & MICH program in strict adherence to all required federal, state, and MSHDA Neighborhood Development Division guidelines.

Individual tasks related to the duty:

- Take ownership of assigned cases and independently manage an application and/or activity pipeline from receipt to transfer to funding.
- Interface directly with applicant and/or subrecipient, explaining Program details and validating data provided; ensure all data is entered correctly into system of record.
- Review & analyze applicant's application package, objectively and fairly, ensuring decisions are impartial to personal prejudices or discrimination.
- Based upon review and analysis of application package submitted, empowered to recommend initial approval or denial of applicant's grant request and/or activity documentation.
- Inform applicant promptly of application outcome, issue commitment or adverse action notice in accordance with MI HOPE & MICH program guidelines.
- Cancel incomplete application requests after 15 days if no progress or activity is documented.
- Identify and escalate any suspected issues of non-compliance to appropriate MI HOPE and/or MICH leadership or management team, Finance or Legal Division as needed.
- Complete additional and specific tasks identified including tracking and data entry within the IGX and/or IDIS grant management systems on a weekly basis.

1) Customer Service/Intake – Interface with 211 customer service team, validate applicant's identity and applicant data entry, send initial Welcome emails, and monitor the MI HOPE and MICH mailboxes and respond as needed.

2) Processing/Validating/Decisioning - Analyze application data, request missing supporting documents, validate applicant's ownership interest, determine type of assistance requested, recommend approval or denial, estimate dollar amount requested.

3) Funding/Reporting – Obtain applicant information including, accurately enter data into system of record, follow-up as directed with subrecipient agencies, assist Team Lead with both data and financial reports reconciliation.

4) Quality Control/Document Retention – conduct random quality control reviews on selected approved cases and all declined applications in accordance with pre-determined guidelines, document results at the case level and to management, assist with all internal and external audit reviews, including those by Department of U.S. Treasury or their oversight agency.

Duty 3

General Summary:

Percentage: 5

Represent the MI HOPE & MICH Programs professionally, while responding to all inquiries from Michigan residents, partners, subrecipient agencies, and/or internal inquiries from MSHDA management or staff. Provide any internal or external program technical assistance, as needed and upon request.

Individual tasks related to the duty:

- Answering telephones & directing calls to appropriate staff personnel so that customer satisfaction benchmarks are met and providing ongoing customer support through multiple e-mail boxes.
- Explain MI HOPE & MICH program details accurately and fairly to Michigan residents, partner agencies, subrecipients, co-workers, MSHDA staff, and other State agencies.
- Return all voice messages within 24 hours or the next business day.
- Forward all press related inquiries to MSHDA's Communication team; do not make public statements on behalf of the MI HOPE & MICH program or MSHDA.
- Maintain an organized work area.
- Assist co-workers, as necessary, in order to meet MI HOPE & MICH total production benchmarks.

Duty 4:

Percentage: 5

Assist MI HOPE & MICH Specialties and NDD Division by actively participating in weekly or monthly staff meetings, being an active team player, providing recommendation for process improvement, and compliance with MSHDA's time record SIGMA.

Individual tasks related to the duty:

- Attend and actively participate in All MI HOPE & MICH staff monthly team meetings, or specific sub-set Team meetings. Attend program specific and divisional teams meetings as needed. Homeownership staff meetings, when included.
- Recommend topics to be covered at monthly staff meetings.
- Research, find and share more efficient way to complete tasks and minimizing errors within the Team.
- Promote NDD team relationships with co-workers by effective & non-judgmental communication.
- Enter all hours worked in SIGMA accurately and promptly as required,
- Request Annual Leave (AL) hours timely; adhere to acceptable use of Sick Leave (SL) and add comments as required.
- All 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.

Interpretation of Neighborhood Development Division programs parameters, as provided by MSHDA in accordance with all federal and state policies and regulations, in-order to provide emergency relief to Michigan residents in retaining their primary households. These decisions directly affect Michigan and MSHDA's public perception of the effectiveness of these programs, the individual homeowner's eligibility for this assistance and the compliance exposure with Department of U.S. Treasury and the U.S. Department of Housing and Urban Development.

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

Politically sensitive issues or decisions involving matters of agency policy or technical matters that have not been previously experienced. Decisions of a legal matter would be referred to the Neighborhood Development Division Initiatives Divisions Manager, Director and/or Staff Attorney, as appropriate.

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 setting with no adverse environmental conditions. The position requires extensive computer work. Daily, weekly, and monthly deadlines require the employee to be alert and capable of functioning well under pressure and the stress of a large volume of incoming files, mail, e-mails, phone calls and public perception. Flexibility and maintaining a cordial, helpful attitude is imperative. Minimal in-state and/or out-of-state travel may be required.

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):

- | | |
|--|---|
| ☐ Complete and sign service ratings | ☐ Assign Work |
| ☐ Provide Formal written counseling | ☐ Approve Work |
| ☐ Approve leave Requests | ☐ Review Work |
| ☐ Approve time and attendance | ☐ Provide guidance on work methods |
| ☐ Orally reprimand | ☐ 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?

Existing position

What are the essential functions of this position

The working title of this positions is Neighborhood Development Division Technician. This Technician's responsibility will be to continually review applications submitted from Michigan residents who are seeking energy efficiency and/or accessibility assistance and also subrecipient activity documentation. Each applicant must be reviewed objectively and fairly. It is imperative to monitor and report all activity accurately to ensure MSHDA is within all federal and state requirements established for use of these funds.

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

Backfill

25. What is the function of the work area and how does this position fit into that function?The function of this area is to facilitate assistance via portal submission and grant management system analysis. MI-HOPE and MICH are financed through the federal government by providing United States of the Treasury American Rescue Plan (ARP) Coronavirus State and Local Fiscal Recovery Funds (SLFRF) as a grant mechanism within the MSHDA Neighborhood Development Division (NDD).

All applicable Treasury ARP and Housing and Community Development Fund (HCDF) rules and regulations will be strictly enforced for MI-HOPE and MICH assistance. All applicable U.S. Housing and Urban Development Community Development Block Grant (CDBG) rules and regulations will be strictly

Activities are defined as actions undertaken to promote health or safety for single-family and multi-family residential properties. The intent is to have both an individual short-term benefit and immediate impact on the household itself and to also facilitate a long-term community benefit by improving existing housing stock resulting in increased area home values.

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:

- Two or three years of residential mortgage processing, underwriting, closing, servicing or origination experience.
- Or two to three years of financial counseling experience.
- Strong organizational skills.
- Ability to effectively and appropriately communicate both orally and in writing.
- Ability to establish and adhere to work priorities.
- Highly self-motivated, disciplined, flexible, patient, not easily frustrated.
- Knowledge and proficiency on basic computer software programs.
- Good math skills.
- Team player.
- Punctual and dependable.

CERTIFICATES, LICENSES, REGISTRATIONS:

Drivers License

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

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