

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	10. Division Rental Assistance
5. Working Title (What the agency calls the position) Policy Technician	11. Section
6. Name and Position Code Description of Direct Supervisor BUTTERWORTH, DEIDRE L; DEPARTMENTAL MANAGER-4	12. Unit Policy Management
7. Name and Position Code Description of Second Level Supervisor BROOKS, MARSHALL; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 735 E Michigan Ave - Lansing, MI 48912 / Monday - Friday 8 a.m. - 5 p.m.

14. General Summary of Function/Purpose of Position

This position will provide technical and administrative support for the Policy Management unit and Housing Choice Voucher Program participants by applying knowledge related to policies, procedures and practices following HUD regulations within the Housing Choice Voucher program. The primary responsibility of the position is to compile, review, and monitor the workflow for incoming and outgoing requests for technical assistance by MSHDA staff and contracted partners, pre-hearing conferences, reasonable accommodation, program eligibility and termination review, Violence Against Women Act (VAWA) requests, and program policy updates. This position will assist Policy Management staff with clerical and administrative support and file review to ensure administrative plan and standard operating procedures have been met. This position will assist with review of SEMAP file audits; reasonable accommodation, eligibility and termination review, and administrative plan and standard operating procedure updates and communication to MSHDA staff and statewide partners.

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**

Compile, evaluate and investigate requests for technical assistance from Housing Agents. This position reviews inquiries from the PolicyHelp inbox regarding functions of the HCV program, rules, regulations and policies, and reviews and evaluates HCV program documents to determine if the administrative plan and standard operating procedures (SOP) were met to comply with HUD regulations and guidelines.

Individual tasks related to the duty:

- Independently disseminate correct program information and answer questions from inquiries. Provide information to inquiry requiring knowledge of HCV program processes, agency's operations, and the interpretation and application of HUD regulations using the HCV Standards of Operations and Procedures.
- Review HCV file documents and monitor for receipt of documents from Housing Agents.
- Prepare statistical reports and provide internal tracking of request for technical assistance by MSHDA staff and contracted partners, pre-hearing conferences, reasonable accommodation, program eligibility and termination review, Violence Against Women Act (VAWA) requests, and program policy updates.
- Contact housing agents, program participants, and other external parties to request documents for technical assistance by MSHDA staff and contracted partners, pre-hearing conferences, reasonable accommodation, program eligibility and termination review, and Violence Against Women Act (VAWA) requests, and review and distribute the requested documentation to the appropriate Policy Management staff.
- Collect information, provide follow-up, and resolve incoming telephone calls received by Policy Management staff with prompt and courteous service using the caller tracking system. Return telephone calls to landlords, tenants, housing agents, etc. within 2 business days.
- Assists Policy Manager with external audits and notifies appropriate staff of incoming files and audits, and returns files upon completion.

Duty 2**General Summary:****Percentage: 20**

Monitor changes in Nan McKay's Model Plans and Model Guides and make recommendations for updates to MSHDA's Administrative Plan and Standard Operating Procedures. Assist Policy Management staff with Public Housing Agency Plan updates, public hearings, and final preparation for Board approval.

Individual tasks related to the duty:

- Using the Nan McKay Model Plans, prepare drafts of Administrative Plan and Standard Operating Procedures in alignment with accessibility standards and apply standardized formatting rules.
- When assigned by the Policy Manager, coordinate with other Rental Assistance Division staff members to make updates to the Admin Plan, Standard Operating Procedures and forms/flyers.
- Assist Policy Management staff with completing and posting updates to Admin Plan and SOP.
- Collaborate with Operations staff on Form updates.
- Assist Policy Management with updating the annual and 5-year PHA Plans.

Duty 3**General Summary:****Percentage: 10**

Complete file review and calculation, scheduling, and coordination of Pre-Hearing Conferences.

Individual tasks related to the duty:

- Receive, log, and track the completion of all incoming requests for Pre-Hearing Conference due to tenant payment disputes and repayment agreements. Assign cases to other staff members as necessary.
- Review file documents to ensure accuracy in income calculations in compliance with the administrative plan and standard operating procedures.
- Provide summary of findings and recommended changes to Policy Management staff.
- Review documents provided by participants during the dispute process to determine if the documents will affect the income/asset/expense calculation.
- Coordination of Pre-Hearing Conferences for the Policy Management unit including scheduling pre-hearing conferences, communicating and sending required documentation to participants, and drafting required notices and summaries for Policy Management staff.

Duty 4**General Summary:****Percentage: 10**

Assist Policy Manager with special projects and other unit duties

Individual tasks related to the duty:

- Special projects and duties assigned by the Policy Manager.
- Assist in the planning of conferences and trainings, which includes identification of locations, dates and times.

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

Decisions that are governed by existing policies, procedures or past practices and gained through experience and are generally made independently. Independently responsible for prioritizing daily workload and special assignments.

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

Supervisor would be involved anytime the employee is unsure of the appropriate action based on past practices, policies, procedures, etc.

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.

Work is primarily sedentary in a standard office environment with minimal physical effort. The position requires computer work, multi-line telephone, file maintenance, and copying. No regular exposure to hazardous conditions or strenuous activity.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | 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 compile, review, and monitor the workflow for incoming and outgoing requests for technical assistance by MSHDA staff and contracted partners, pre-hearing conferences, reasonable accommodation, program eligibility and termination review, Violence Against Women Act (VAWA) requests, and program policy updates. This position will assist Policy Management staff with clerical and administrative support and file review to ensure administrative plan and standard operating procedures have been met. This position will assist with review of SEMAP file audits; reasonable accommodation, eligibility and termination review, and administrative plan and standard operating procedure updates and communication to MSHDA staff and statewide partners.

Must be able to remain stationary and operate a computer and other office equipment a majority of the time. Must be able to occasionally move about inside the office to access file cabinets and other office equipment. Must be able to lift boxes weighing 20-25 lbs. Must be able to communicate with staff and partners on a regular and frequent basis and have the ability to exchange accurate information in these situations.

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 primary function of the work area is to provide tenant-based rental assistance to eligible very low-income households throughout the State of Michigan. This position is part of the Policy Management unit which is responsible for compliance with program policy and procedure in accordance with HUD rules. The Departmental Technician must be knowledgeable of the regulations of the Housing Choice Voucher Program and review programmatic data to assure that the standards of operations are being followed and ensure effective communication of this information with staff, external partners, and program participants.

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:

The complexity of the program requires the Departmental Technician to have a strong knowledge base and be able to accurately identify and appropriately route tasks within the Policy Management Unit. Good organizational, written, and oral communication skills are preferred; capability to work with minimal supervision; ability to work well with others. Proficient when dealing with multiple deadlines and providing regular status updates on varying priorities. Experience in adjusting to new procedures, reviewing and evaluating documents, effectively communicating information to partners and program participants.

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

3/25/2026

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