

**State of Michigan
Civil Service Commission**

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

Position Code

1. DEPTALTE

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 MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Economic Stability Administration
4. Civil Service Position Code Description Departmental Analyst-E	10. Division
5. Working Title (What the agency calls the position) DEPARTMENTAL ANALYST-E	11. Section
6. Name and Position Code Description of Direct Supervisor VACANT; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DESMARAIS, SARAH B; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work / 8-5

14. General Summary of Function/Purpose of Position

This position is responsible for various onboarding, skill-building, and staff support functions within the Economic Stability Administration (ESA). Responsibilities include reinforcing foundational skills after initial onboarding, assigning initial work, reviewing cases, identifying errors, and guiding staff on how to resolve issues and prevent recurrence. The role provides structured development sessions, offers targeted feedback, and supports local offices by preparing their staff for transition into their assigned work location.

Additionally, the position assists statewide during periods of high onboarding volume, supports program accuracy efforts through quality review activities, and provides supplemental capacity wherever needed to ensure consistency and operational efficiency across all ESA programs. The role also collaborates with OWDT to identify training needs and gaps informed by case-read outcomes, ensuring that statewide training resources align with emerging trends and support continuous improvement.

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: 50

Evaluation, analysis and implementation.

Individual tasks related to the duty:

- Collaborate with central office, BSC, and county/district administration to understand the needs of each local office.
- Analyze error trends statewide and across for the BSC and county/districts and identify opportunities to improve staff accuracy.
- Evaluate onboarding outcomes and identify areas where staff may need additional support or reinforcement.
- Provide clear guidance and feedback to staff on how to resolve case issues and prevent recurrence.
- Support statewide consistency by assisting with quality-focused initiatives designed to reduce burden on local offices.
- Monitor effectiveness of implemented supports and make adjustments as needed to promote accuracy and efficiency.
- Collaborate with central office, BSCs, and local office to understand operational needs and ensure supports are aligned with program requirements.
- Identify and track trends to assist with improving payment accuracy.
- Provide support and be a resource to central office, BSCs, and county/districts.
- Understand and interpret applicable rules, regulations, policies, procedures, statutes, and legislation related to all programs.
- Interpret existing and proposed laws, as well as policies and procedures as they relate to all programs.

Duty 2

General Summary:

Percentage: 30

Case read support activities

Individual tasks related to the duty:

- Collaborate with central office, BSC, and county/district to identify targeted case reads.
- Understand and interpret applicable rules, regulations, policies, procedures, statutes, and legislation directly related to all programs.
- Read targeted probationary cases.
- Compile case read statistics.
- Analyze case read data to identify error trends.
- Utilize data to identify training gaps.
- Develop case read reports for the county/district.
- Participate in meetings with the BSC and county/district to go over case read findings.
- Collaborate with OWDT on identified training needs and gaps which are supported by the case read outcomes.

Duty 3

General Summary:

Percentage: 10

Technology support

Individual tasks related to the duty:

- Assists with the development and maintenance of the database/tracking system.
- Enters case read data into the database that is used for generating various reports.
- Generate statewide reports with breakdowns for the BSC and county/districts.
- Generate reports for ESA leadership.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned

Individual tasks related to the duty:

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

Consultation between central office, the BSCs and county/district to review and analyze the statistical data to ensure goals are being met.

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

Discussions for when corrective action plans may be needed, receiving additional insight and management intervention for staff.

Discussions for database changes or enhancements.

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.

This position requires in-state travel and limited out-of-state travel.

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?

Yes

23. What are the essential functions of this position?

This position supports onboarding, builds essential skills, and provides staff support within ESA. Key responsibilities include reviewing cases, identifying errors, reinforcing correct processes, and guiding staff on how to resolve issues and avoid repeat mistakes. The role offers structured support as new staff transition into their assigned work, provides feedback, and assists statewide during periods of high onboarding volume. It also contributes to program accuracy and offers supplemental capacity to help maintain consistency and efficiency across ESA.

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 work area is responsible for skill enhancement and payment accuracy initiatives for the department. The work area is responsible for analyzing data and implementing changes, best practices, and skill-building sessions to support statewide program accuracy activities.

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 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.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge and understanding of MDHHS program policies. The ability to analyze complex data, interpret federal rules, regulations and proposed State legislation, view casework for accuracy, and support staff skill enhancement is required.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

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.

MATTHEW GORDY

8/31/2026

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