

Position Code
1. DEPSPL2T57N

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.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency
	Michigan Department of Labor and Economic Opportunity (LEO)
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	Bureau of Services for Blind Persons
4. Civil Service Position Code Description	10. Division
Departmental Specialist 13	Field Services Division (FSD)
5. Working Title (What the agency calls the position)	11. Section
FSD Specialist	
6. Name and Position Code Description of Direct Supervisor	12. Unit
Lisa Kisiel State Administrative Division Director 17	
7. Name and Position Code Description of Second-Level Supervisor	13. Work Location (City and Address)/Hours of Work
Mike Pemble, Bureau Director 19	702 West Kalamazoo St, Lansing, MI. 48915 40 hours per week – 8:00 AM to 5:00 PM Hybrid

14. General Summary of Function/Purpose of Position

This position will serve as the Administrative Assistant to the Field Services Division Director (FSDD) for the Bureau of Services for Blind Persons (BSBP) responsible for delivery of services to customers throughout the State of Michigan. This position will assist in overseeing 7 field offices covering all 83 counties in the state. FSD serves five programs within the bureau including Vocational Rehabilitation/Supported Employment, Preemployment Transition Services, which is also part of the Vocational Rehabilitations program, two Independent Living programs, and Youth Low Vision.

Key responsibilities of this position include facilitating communication between the FSDD, all division staff, the BSBP Executive Team, and partners; leading administrative support within the division through training, guidance, or as a resource on all division tasks and the division strategic plan; facilitating or scheduling meetings, events, or coordinating conference attendance; and project and data support including collaborating with other BSBP team members, analyzing data pulls, ensuring the division is meeting both Federal and State mandates and identifying areas of improvement.

Administrative tasks on behalf of the FSDD will include assisting in preparing documents and spreadsheets that provide information and education on division budgetary items; working with FSD managers on hiring processes; Participating in identifying and drafting procedure and training needs; facilitating all aspects of email and correspondence; and daily administrative tasks to keep the division efficient.

This position plays a vital role in ensuring the smooth operation of the FSD and requires an individual that is proactive and organized, with advanced skills in the area of technical application, communication, and decision making.

15. Please describe the assigned duties, the 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 of Duty 1 **% of Time 40%**

High-level administrative assistant to the Field Services Division Director.

This duty involves providing comprehensive, high-level, administrative support to the Field Services Division Director (FSDD) to ensure the efficient operation of the division. The responsibilities are both dynamic and integral to the leadership's ability to manage the division effectively, efficiently, and smoothly. The role requires strong organizational, communication, and leadership skills, as well as the ability to manage multiple tasks independently while supporting a large statewide team.

Individual tasks related to the duty.

- Supports the FSDD and division Managers in coordination to facilitate division operations.
- Attend meetings on behalf of the FSDD when appropriate, taking notes, documenting action items, following up as needed, and facilitating completion of projects.
- Act as the first point of contact for time-sensitive requests, projects, and divisional needs prioritizing, responding, and ensuring that the FSDD is up to date and involved in a timely manner.
- Meet regularly with the FSDD to review, manage, and respond to the FSDD's incoming emails and calendar, ensuring that important communications, critical updates, and meetings are addressed promptly.
- Coordinate with FSDD, FSD managers, and BSBP Administrative Services Division to ensure allocation of budgetary dollars for service provision is identified for each office.
- Work closely with FSD managers, BSBP HR Liaison, and LEO-OHR to facilitate approved hiring activities, including preparing necessary documents needed for hiring packets, communicating with managers to ensure the process is moving forward, and assisting with aspects of onboarding new employees within the Division.
- Monitor, analyze, and identify potential issues based on regularly scheduled data reviews from the electronic case management system (ECMS) to ensure staff are meeting Federal and State mandates for service delivery to customers. This includes timeliness of services, identifying frequent errors to be addressed, and assisting the FSDD in coordinating with the Performance and Quality Assurance team in recommending potential procedures or training to help mitigate future errors.
- Coordinate the scheduling of meetings, appointments, and events for the FSDD, ensuring they are timely and organized. Representing the FSDD when necessary to ensure FSD representation at meetings, as appropriate.
- Provide guidance and support to division regional administrative staff, serving as a subject matter expert in administrative processes, procedures, and resources available to assist them in their work.

Duty 2

General Summary of Duty 2 **% of Time 30%**

Assistance in Communications, Collaboration, and Outreach

This duty focuses on providing support in the preparation, editing, coordination, collaboration, and submission of various internal and external communications, reports, documents, and projects. Communication will be necessary between BSBP staff, Departmental staff, Federal partners, external partners, and customers.

Individual tasks related to the duty.

- Drafting and reviewing correspondence, reports, and project submissions, ensuring all information or data is accurate, and information is written in a professional, clear, and concise manner.

- Providing direct support for key reports and documents, including the ability to manage ad-hoc requests and assist in document submissions to federal agencies, ensuring compliance with external requirements.
- Act as the Division Coordinator for Federal reporting; monthly, quarterly, and annual reports.
- Collaborate with key external partners including Michigan Council for Rehabilitation Services (MCRS), Michigan Dept. of Education – Low Incidence Outreach (MDE-LIO), Michigan Statewide Independent Living Council (SILC), and others as necessary.
- Attend outreach events held throughout the state ensuring materials are available for dissemination, marketing event materials as appropriate, maintaining visibility, fostering relationships, and sharing about BSBP’s programs.
- Monitor outreach events conducted by Division offices.
- Facilitate the vetting process for service providers that would provide services to customers.
- Serve as the Division iChat contact, the Michigan State Police background check program. This includes gathering the required information, executing the iChat in the online system, and confirming invoices are correct for services rendered on a quarterly basis.
- Act as a liaison between the FSDD and both internal staff and external partners to address concerns, answer questions, and determine which issues need to be escalated to the FSDD and which can be handled at other levels.
- Support the creation, editing, and coordination of Memorandums of Understanding (MOUs), Statements of Work (SOW), State Plans, and other documents which may involve working with multiple stakeholders or partners to ensure the document accurately reflects agreements or partnerships.
- Streamline submissions of articles for various newsletters created within BSBP relative to information about FSD.

Duty 3

General Summary of Duty 3 **% of Time 20**

Support the FSD and the Bureau Team

This duty involves providing both administrative and leadership support to the FSD and the broader Bureau of Services for Blind Persons team. The role emphasizes a combination of leadership responsibilities, and technological support, and requires the ability to manage multiple responsibilities, provide backup support for administrative functions, and ensure smooth operations for both staff and customers.

Individual tasks related to the duty.

- Assist with SIGMA, as needed including travel requests, travel reimbursements, and time submission.
- Serve as Backup Approver of Purchase Orders in SIGMA Financial
- Serve as Backup Approver for Other Administrative Functions including meals, hotels, sponsorships, and other related expenses for special events.
- Coordinate lodging and travel arrangements for customers who require extended support for training purposes, ensuring that all logistical details are handled properly. The use of a procurement card will be necessary to carry out this task.
- Serve as the Division point of contact for collecting SharePoint updates and completing those divisional updates within the SharePoint program.
- Work with FSDD, Division Managers, and staff to ensure the upkeep and accuracy of the FSD Territory Assignments list.
- Ensure an understanding of State computer programs, and internal BSBP programs to provide technical assistance to division staff when needed. This may include SIGMA, Microsoft Office Suite, ECMS, PowerDMS, and other programs used within BSBP.

Duty 4

General Summary of Duty 4

% of Time 10

OTHER DUTIES AS ASSIGNED

This duty encompasses a range of special projects and tasks that may arise on an as-needed basis, as determined by the Field Services Division Director (FSDD), occasionally the Bureau Director, and are time-sensitive. These tasks often involve a higher level of flexibility and adaptability, as they may be related to emerging priorities or specific initiatives within the Bureau.

Individual tasks related to the duty.

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.

In this position, the decisions made independently typically involve daily administrative tasks, such as submitting or approving documents, managing schedules, or responding to day-to-day inquiries. These decisions are essential for maintaining efficiency and ensuring the smooth operation of the Field Services Division. The FSDD, BSBP staff, external stakeholders, and Bureau programs and customers are all affected by these decisions, as they contribute to timely operations, positive relationships, and overall productivity.

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

Decisions requiring the supervisor's review generally involve areas where the consequences are more significant, whether due to legal, operational, or reputational impact. These include decisions related to personnel management, internal and external communications, financial approvals, and policy documents. Given the potential complexity of these decisions and their broader impact on the Bureau's mission and operations, the Field Services Division Director (FSDD) or other relevant supervisors must be involved in the review process to ensure alignment with departmental goals, policies, and regulatory compliance.

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

The physical effort required for this position is typical of a home, or office-based role, with frequent sitting at a desk, occasional walking, and standing, and limited but important travel for meetings and events. The work environment is mostly indoors and climate-controlled, though there may be occasional exposure to outdoor weather or travel-related conditions. The physical demands of this position are manageable and involve typical office tasks, some travel, and participation in meetings or community outreach activities. Some lifting of promotional materials and supplies can be necessary at times.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, ongoing basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME

CLASS TITLE

NAME

CLASS TITLE

~~If the position is managerial Box 19 should accurately list all the names and classifications of all direct reports. Any changes of~~

supervisory responsibilities will need to be approved by the Bureau Director and the Division Director and submitted to the BSBP HR Liaison.

20. This position's responsibilities for the above-listed employees include 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?

- Carries out special projects as assigned by the FSDD.
- Assists in program reporting for annual and bi-annual federal responsibilities as determined by the Bureau's federal partner that awards the formula grants that support programs and services.
- Represents the FSDD at meetings when requested.
- Bring anomalies and concerns to the attention of the FSDD when they are apparent to this professional.
- Provide guidance and training to FSD support staff to ensure alignment of policy, process, and procedure.

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

This position was previously maintained by Executive Secretary 10. After consideration of the responsibilities and support required for a division director who supports a division consisting of 7 field offices, 3 regions, 5 programs, spanning 83 counties, with a very intense focus on service delivery, the Federal mandates collaboration with partners, internal and external and the need to support projects such as the writing of the state plan and other projects as determined necessary by the department and Bureau Director.

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

This position is essential in supporting the administrative and operational needs of the Field Services Division, which provides statewide programs for individuals with legal blindness, DeafBlind, and visual impairments. The role integrates administrative functions with program delivery, facilitating the smooth operation of both remote and in-person interactions. By supporting the FSDD and acting as a liaison between internal and external stakeholders, this position contributes to the overall success of the Bureau's mission to serve customers across Michigan. The hybrid nature of the role allows the position to effectively support the statewide reach and operational needs of the Field Services Division, ensuring that both leadership and field staff have the resources and coordination they need to succeed.

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:

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 the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.
- Knowledge of fiscal planning, budgeting, and management.
- Knowledge of the operational and technical problems involved in the administration of a specialized program.
- Knowledge of the assigned program specialty.
- Knowledge of methods of planning, developing, and administering programs.
- Knowledge of state and federal laws and legislative processes related to the work.
- Knowledge of the need, preparation, and use of reports.
- Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved.
- Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.
- Ability to plan, coordinate, and expedite work projects.
- Ability to interpret complex rules and regulations.
- Ability to communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

Alternative experience qualifications of nonprofessional experience, previously identified by the appointing authority and approved by Civil Service, will be accepted as a substitute for the required classified, professional experience for the classification. The nonprofessional experience must be related to departmental programs and services that provide the required knowledge, skills, and abilities. Individuals appointed must possess the department-specific alternative experience for positions within that agency only. Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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 THE 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.