

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 Neighborhood Housing Initiative Division
5. Working Title (What the agency calls the position) Departmental Technician	11. Section MI Neighborhood
6. Name and Position Code Description of Direct Supervisor MACKIE, JODI; DEPARTMENTAL MANAGER	12. Unit
7. Name and Position Code Description of Second Level Supervisor JOY, TONYA ; STATE OFFICE 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 functions as an Technician within the Neighborhood Housing Initiatives Division (NHID). Duties include conducting cursory analysis of the portfolio specific subrecipient mailbox inquiries, managing the NHID intake process to provide customer/client support, running IGX system reports upon request, maintaining the electronic case file management system, processing, tracking external agency requests, and preparing recurring reports. Duties also include assisting specialist staff, as requested, with information analysis related to programs; assisting the senior level staff with annual consolidated plan publications, portfolio oversight, and environmental review process; and assisting with internal and external contract oversight.

This position uses and maintains computer data bases to record and analyze data on program, and service activities. This position completes a variety of professional research and analysis assignments for the purpose of evaluation, assessment, planning, development, and implementation of various MSHDA programs or services. This position researches, collects, consolidates, analyzes, and maintains program data necessary to meet program reporting and evaluation requirements, and the goals of the MSHDA wide Authority program or service. Proposes, develops, and prepares policy materials, operations manuals, and supporting instructions in a program area.

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: 40**

Conducts research and compiles data and assists in developing program guidelines and tools to streamline process.

Individual tasks related to the duty:

- Conduct research and compile data in a Teams database, which includes searching various online databases, running reports, storing data uploads within electronic files, etc.
- Conduct external agency information requests, which includes initiating, logging, and tracking requests to completion.
- Serve as the secondary office point of contact for external agencies and creating contact lists for dissemination.
- Make recommendation to refer inquiries for follow-up to various entities internal and external to NHID and others depending on what action is called for.
- Provide data to 'experienced level' NHID staff on program guidelines and procedures related to program implementation.
- Work with NHID management, and staff to develop and update forms, policies and procedures related to MI Neighborhood by using knowledge of state and federal law, policies, and procedures governing MSHDA programs.
- Collect and distribute recommendations to NHID Staff on the course of action to follow if participant deficiencies are identified based on program policies and procedures
- Responsible for assisting with developing training opportunities for other MSHDA program staff on the program and its parameters.

Duty 2

General Summary: **Percentage: 30**

Assist in the development of the NHID annual budget by analyzing historical data and preparing weekly management expenditure update within Teams for all NHID programs. Preparation and assembly of LEO Reporting data and distribution to Executive Office. Soley responsible for the development and reporting of success outcomes, survey results, and metrics of households served.

Individual tasks related to the duty:

- Work with Division Directors to develop items to be tracked for each ongoing task.
- Prepare monthly actual expense reports regarding travel, sponsorships, memberships, and conference fees. Report distributed month to Division Directors to monitor spending.
- Work with Division Managers to create interdepartmental budget schedules for NHID staff and actual expenditures.

Duty 3

General Summary: **Percentage: 20**

Act as NHID's liaison for external stakeholders, State Departments, and other MSHDA divisions. Data analytics, reporting, and disseminating real time grant management data.

Individual tasks related to the duty:

- Work with investors and other outside stakeholders to research information related to grant administration recommendations to both NHID and external stakeholders based on findings in written format.
- Serve as NHID's resource for the State of Michigan's U.S. Department of Housing and Urban Development IDIS data entry process. This includes attending meetings, interviewing staff, compiling data, and evaluating that data for any internal control weaknesses to ensure adequate information is compiled.
- Provide specialized reports on an as needed basis. This may involve the State Legislature, and other State Departments or executive staff within MSHDA including federal statutory requirements as applicable.
- Developing and maintaining reports on performance metrics, key indicators, identified trends, etc.
- Reporting out to internal and external customers
- Compiling, analyzing, and reporting on real-time fraud intelligence to assist with proactive fraud prevention efforts.
- Preparing internal communications to inform and alert Programmatic divisions on fraud patterns, trends, and fraud vectors.

Duty 4

General Summary: **Percentage: 10**

Perform other duties assigned.

Individual tasks related to the duty:

- Conducts research as requested.
- Prepares special reports as requested.
- Special projects as assigned.
- Manages the procurement process for NHID.
- Provide MI Neighborhood program portfolio over site as needed

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

Independently research MSHDA's various processes, as they relate to Grant Management, for process improvements and makes recommendations to NHID and MSHDA staff. Creates contact lists internal and external and conducts regular reviews of policies and procedures. Works with external partners regarding events and marketing materials for dissemination.

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

Decisions that involve material political or financial implications. Manager will review and provide final approval for communications or reports for outside audiences or items that are sensitive in nature or have a high impact.

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, involving computer use, meetings, and occasional walking within the office. Minimal physical effort is required, with infrequent light lifting or carrying of office materials or equipment (e.g., files, laptop). The position requires occasional frequent in-state travel to attend meetings, trainings, or site visits, which involve driving. No regular exposure to hazardous conditions or strenuous physical 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 researches and analyzes statutory requirements for NHID programs. Position will coordinate and lead all mailbox correspondence inquiries and responses as applicable. This person will assist with reporting and will analyze/develop the various processes and policies for MSHDA NHID to streamline existing processes and documents. Liaison with external stakeholders, State Departments and MSHDA divisions. This area has increased in complexity due to the increase in housing needs and the various programs that are being offered through MSHDA.

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

Updating position to reflect small updates that have been made to position as well as updating #18 to accurately reflect new changes MSHDA HR has implemented.

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

This division provides financial reports as well as other compliance and legal documents to state, federal, and MSHDA staff, and outside partners. This position is responsible for analyzing complex data and creates and disseminates much of this information.

NHID continuously looks for opportunities to make MSHDA more efficient and therefore, more profitable. The process mapping will help to identify "bottlenecks" and improve the way MSHDA provides services.

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:

Knowledge of the ideologies of administrative management, including budgeting techniques, office procedures, and reporting. Public relations skills with strong evaluation, writing and procedural skills. Familiarity with Excel and financial terms is beneficial.

Knowledge of the principles and practices of research and analysis. Ability to analyze, synthesize, and evaluate a variety of data for use in compliance/program development and analysis. Ability to organize, evaluate, and present information effectively. Ability to interpret laws, rules, and regulations relative to the work.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of a valid driver's license is required

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

3/19/2026

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