

**State of Michigan
Department of Civil Service**

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

Position Code

DEPTALTE

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This position description template is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties certify that the information in the template is accurate and complete. If the position is vacant, the supervisor and appointing authority should complete the template information.

This position description will serve as the official classification document of record for this position. Please take the time to complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

Employee's Name (Last, First, M.I.)	Department/Agency DEPARTMENT OF STATE
Employee Identification Number	Bureau (Institution, Board, or Commission) OFFICE OF INVESTIGATIVE SERVICES
Civil Service Position Code Description of Position Departmental Analyst-E	Division BUSINESS COMPLIANCE AND REGULATION DIVISION
Working Title of Position (What the agency titles the position) DEPARTMENT ANALYST	Section DRIVER EDUCATION UNIT
Name and Position Code Description of Direct Supervisor HENRY, VIRGINIA; STATE ADMINISTRATIVE MANAGER 15	Unit
Name and Position Code Description of Next Higher Level Supervisor BOWER, KATIE; STATE DIVISION ADMINISTRATOR 17	Work Location (City and Address)/Hours of Work 430 W ALLEGAN ST; LANSING, MI 48915 / Monday through Friday, 8:00am – 5:00pm

General Summary of Function/Purpose of Position

This position functions as an analyst in the department's Driver Education Section, providing oversight and training to adult, teen, and truck driver education providers and instructors. The incumbent will monitor certified driver education providers compliance with their responsibilities as defined by the Driver Education Provider and instructor Act (DEPIA), provide operational and technical support to all certified driver education providers and instructors, as well as the motorcycle safety programs, assist with resolving consumer complaints filed against driver education providers and instructors, update of internal and external procedures manual and respond to verbal and written inquiries from the public, state and other governmental agencies, and Department of State staff.

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Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 55

Oversee compliance of the certified driver education providers (i.e., driver training school, educational institutions, and governmental agencies offering driver education courses for teens, adults, and truck drivers) concerning their responsibilities as defined by PA 384 of 2006, known as the Driver Education Provider and Instructor Act (DEPIA).

Individual tasks related to the duty:

- Develop and implement procedures for assuring adherence and compliance to state law regarding the approval and certification of driver education providers and driver education instructors.
- Interpret, describe, and explain state laws pertaining to driver education including the graduated driver license law and other related statutes from the Michigan Vehicle Code.
- Monitor driver education providers to ensure compliance with the Driver Education Provider and Instructor Act.
- Assist the Department of State's Licensing Unit with evaluating and approving questionable applications for a provider or instructor certificate.
- Develop and implement procedures for the maintenance and periodic review of driver education provider-programs.
- Based on compliance findings, assure conformity with the requirements of the Department approved curriculum.
- Assist with facilitating the periodic reporting required of driver education providers, including year-end and truck driver training bi-annual reports. Review the reports to ensure compliance.

Duty 2

General Summary: **Percentage: 20**

Provide operational and technical support for all certified driver education providers and instructors, as well as motorcycle safety programs.

Individual tasks related to the duty:

- Establish and maintain communications with certified driver education providers and instructors on all aspects of driver education.
- Act as a point of contact for certified driver education providers and instructors on matters requiring program support.
- Assist in the revision and creation of all driver education program forms.
- Assist with conducting program and site reviews and inspections.
- Provide assistance to certified driver education providers and instructors on the most effective and cost efficient methods for providing driver education and implementing the Department's approved curriculum, which may include conducting new driver education provider orientation workshops.
- Conduct periodic reviews of data and statistical records of driver education programs in the state. Analyze information and prepare reports.
- Assist with reviewing updated certified instructor's driving records received from the Department's Commercial Services Section.
- Assist with reviewing list of certified instructors, driver education school owners and/or designated representatives enrolled in the department's subscription service account making sure all are enrolled in the account and removing those who are no longer certified, approved, or involved in the school's operation.
- Assist with the review of the Driver Education Criminal History Information Release Report from the Michigan State Police to ensure certified instructors, school owners and/or designated representatives, and motorcycle safety sponsors and instructors meet the certification criteria as prescribed in statutes and administrative rules.
- Assist driver education teen providers with the web-based knowledge test program.
- Assist with administering the Michigan Motorcycle Safety Program.

Duty 3

General Summary: **Percentage: 10**

Assist with resolving consumer complaints filed against driver education providers and instructors.

Individual tasks related to the duty:

- Gather information in response to complaint allegations and research the complaint specifics.
- Conduct follow-up inquiries with individuals involved to ensure closure. Work with the Department's legal staff in pursuing appropriate remedies if the provider is determined to have violated statutory requirements.
- Design and conduct surveys or special studies regarding a provider's or sponsor's students in order to evaluate the driver education program offered by the provider to determine if the provider is in compliance with state law.
- Schedule and conduct on-site inspections to determine whether the driver education provider and its instructors are in compliance with statutory requirements.
- Complete internal reports and follow-up reviews, recommend solutions to resolve complaints, and work with all parties until a mutually agreed upon solution is reached.

Duty 4

General Summary: **Percentage: 10**

Provide technical support to the Driver Education Section, and oversee the creation and updating of internal and external procedure manuals.

Individual tasks related to the duty:

- Research information for, create, and oversee the driver education provider external procedures manual that include driver education program laws, policies, and procedures; provider and instructor information; recordkeeping and department reporting requirements; and resources and materials to be used by driver education providers statewide.
- Research information for, create, and oversee the driver education section internal procedures manual that includes step-by-step procedures of the section's responsibilities.
- Identify topics and draft newsletter articles to inform licensees of pertinent information. Also review printed material (brochures, pamphlets, etc.) for updates/changes, obtain quotes and process paperwork for printing/distribution.
- Compile and assemble highlights of the department's driver education program laws, policies, and procedures for use in PowerPoint presentations.
- Create PowerPoint presentations to be used at meetings, training workshops, and statewide conferences.
- Research driver education information to provide parents of teenage students with additional resources.
- Assist with the support of the Secretary of State web site as it pertains to driver education.
- Create template letters for use in monitoring of driver education providers/instructors and forward for input into the L2K database.

Duty 5

General Summary: **Percentage: 5**

Respond to both verbal and written inquiries which may or may not relate to situations that are directly addressed by laws, policies, or procedures.

Individual tasks related to the duty:

- Perform support for the section including answering 30 – 40+ calls per day coming into the division's ACD phone line and respond to e-mail inquiries from the public, state government agencies, Department of State Staff or from other state agencies.
- Research and interpret current laws and department policies to respond to inquiries.
- File, schedule and prepare reports.

Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions.

Interpretations and descriptions of state law concerning driver education as offered by certified driver education providers and instructors, as well as evaluation and analysis of certified driver education programs.

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

The dissemination of any newsletter, narrative, or document that states or implies statewide procedures, guidelines, or policies or any change in department or program procedures or policies.

What kind of physical effort do you use to perform your job? What environmental conditions are you physically exposed to on your job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Standard office environment includes typing, standing, sitting, walking, bending, and reaching. Some stress associated with juggling multiple assignments. Occasional travel is required.

List the names and position code descriptions of each classified employee whom you immediately supervise or oversee on a full-time, on-going basis.

My responsibility 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. |

TO BE COMPLETED BY DIRECT SUPERVISOR

Do you agree with the responses from the employee? If not, which items do you disagree with and why?

I agree

What are the essential duties of this position?

The essential duties of this position are to monitor and ensure that driver education providers and instructors are certified and conforming with the requirements as outlined in the DEPIA, respond to customer inquiries, assist with investigations when providers (and sponsors) and/or instructors are found to be non-compliant, and describe and explain state laws to both internal and external customers.

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

Incumbent has successfully completed the trainee period.

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

The department's driver education program is responsible for the management and administration of statewide programs, including educational institutions, governmental agencies, and for-profit businesses, that enhance the education and safety of teen, adult, and truck drivers as they participate in learning experiences to attain knowledge and skills for becoming responsible and safe operators of automobiles and trucks. This includes providing administrative support to providers, sponsors and instructors, handling complaints by customers, and conducting investigations. The duties of this position directly assist the Section in these functions.

In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION

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Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 9 – No specific type or amount required.

Departmental Analyst 10 – One year of professional experience.

Departmental Analyst 11 – Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

General knowledge of driver licensing.

Good communication and writing skills.

Experience in working with PC's.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desirable 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.

Employee

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.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

n/a

I certify that the entries on these pages are accurate and complete.

Appointing Authority

12/6/2012

Date