

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Investigative Services
4. Civil Service Position Code Description DEPARTMENTAL ANALYST TRAINEE	10. Division Business Compliance and Regulation Division
5. Working Title (What the agency calls the position) Departmental Analyst Trainee	11. Section Driver Education and Testing Section
6. Name and Position Code Description of Direct Supervisor HENRY, VIRGINIA T; STATE ADMINISTRATIVE MANAGER-1	12. Unit Driver Education Unit
7. Name and Position Code Description of Second Level Supervisor BOWER, KATIE A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Varies / Monday through Friday, 8:00am – 5:00pm

14. General Summary of Function/Purpose of Position

In a training capacity, this position functions as an analyst in the department's Driver Education Unit, providing oversight and training to adult, teen, and truck driver education providers and instructors. The incumbent will monitor instructor preparation program agencies, certified driver education providers and instructors, and ensure their compliance with responsibilities as defined by the Driver Education Provider and Instructor Act (DEPIA), in a training capacity. The Analyst will certify applicants as providers and instructors. The Analyst provides operational and technical support to all certified driver education providers and instructors, assists with resolving consumer complaints filed against driver education providers and instructors, updates internal and external procedure manuals, and responds to verbal and written inquiries from the public, state and other governmental agencies, and Department of State staff. The duties of this position require statewide travel with assignments away from the assigned workstation up to 50% of the time.

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

In a training capacity, this position oversees 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) and instructor preparation program agencies 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:

- Monitor driver education providers, instructors, and instructor preparation program agencies to ensure compliance with the Driver Education Provider and Instructor Act.
- Inspect provider facilities, vehicles, multiple vehicle driving facilities and organizational records, and evaluate course instruction to ensure compliance with the Driver Education Provider and Instructor Act.
- Issue Notices of Non-Compliance.
- Conduct compliance conferences and recommend sanctions if necessary.
- Draft Summary Suspension Complaints and Orders.
- Draft Revocation complaints.
- Participate in administrative hearings.
- Evaluate and conduct periodic reviews of Instructor Preparation Program Agencies as prescribed by DEPIA.
- Conduct periodic reviews as required for multiple vehicle driving facilities.
- 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.
- Develop and implement procedures for the maintenance and periodic review of driver education provider programs.
- Based on compliance findings, assure conformity with the record keeping requirements of DEPIA.
- Ensure providers and instructors are using the Department approved curriculum for course instruction.
- Assist with facilitating the periodic reporting required of driver education providers, including year-end reports 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.

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.
- Develop and conduct training for providers regarding DEPIA recordkeeping requirements.
- Evaluate and approve alternative curriculums to ensure they meet or exceed the standards of the Secretary of State's prescribed curriculum.
- Assist with the revision of the prescribed knowledge test to correlate to the prescribed curriculum,
- Assist in the revision and creation of all driver education program forms and curriculum guide.
- Assist with conducting program and site reviews and inspections.
- Provide assistance to certified driver education providers, instructors and instructor preparation program agencies on the most effective methods for providing driver education and implementing the Department's approved curriculum, which may include conducting new driver education provider orientation workshops.
- Evaluate and approve professional development courses for continued education credits required for instructor renewal.
- 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 instructors meet the certification criteria as prescribed in statutes and administrative rules.
- Assist driver education teen providers with the web-based knowledge test program.

Duty 3

General Summary:

Percentage: 5

Evaluate and Approve Provider and Instructor applications, instructor preparation program agencies, and professional development courses.

Individual tasks related to the duty:

- Gather information related to the provider or instructor application to ensure compliance with the DEPIA.
- Gather information, evaluate and approve or deny certified providers seeking approval to become an Instructor Preparation Program Agency.
- Evaluate truck provider applicants to ensure their training curriculum meets Federal Motor Carrier Safety Administration Entry Level Driver Training theory and behind-the-wheel requirements.
- Conduct training workshops regarding DEPIA recordkeeping requirements for all provider applicants prior to approval.
- Conduct site inspections and reviews as needed.
- Conduct pre-licensing conferences to ensure all applicants meet the requirements as set forth in the Driver Education Provider and Instructor Application.

Duty 4

General Summary:

Percentage: 5

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 and instructor preparation program agencies statewide.
- Research information for, create, and oversee the Driver Education Unit's 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 instructor preparation agencies.

Duty 5

General Summary:

Percentage: 5

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

- 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 or instructor are determined to have violated statutory requirements.
- Design and conduct surveys or special studies regarding a provider's or instructor's students in order to evaluate the driver education program offered by the provider to determine if the provider or instructor 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.
- 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.

Duty 6

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- As required by statute, ensure individuals who are approved as participants in the Authorizations to Test Qualified Non-Residents (ATQN) have successfully completed a truck driver training curriculum that has been approved by the department and provided by a certified truck provider.
- As required by statute, ensure truck providers approved to participate in the ATQN pilot program are compliant with the DEPIA.
- Attend meetings and conferences.
- Compile reports, and summaries.
- Complete legislative analysis.
- Respond to emails, phone calls, and other correspondence.

16. Describe the types of decisions made independently in this position and tell who 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.

17. Describe the types of decisions that require the 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.

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.

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

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"/> 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?

In a training capacity, this position functions as an analyst in the department's Driver Education Unit, providing oversight and training to adult, teen, and truck driver education providers and instructors. The incumbent will monitor instructor preparation program agencies, certified driver education providers and instructors, and ensure their compliance with responsibilities as defined by the Driver Education Provider and Instructor Act (DEPIA), in a training capacity. The Analyst will certify applicants as providers and instructors. The Analyst provides operational and technical support to all certified driver education providers and instructors, assists with resolving consumer complaints filed against driver education providers and instructors, updates internal and external procedure manuals, and responds to verbal and written inquiries from the public, state and other governmental agencies, and Department of State staff. The duties of this position require statewide travel with assignments away from the assigned workstation up to 50% of the time.

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

Adding SPR that requires a valid Driver's License and updating PD to reflect these duties.

25. 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 and instructors, handling complaints by customers, and conducting investigations. The duties of this position directly assist the Section in these functions.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

Education-

Educational level typically acquired through completion of high school.

Experience-

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution-

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

General knowledge of driver licensing.
Good communication and writing skills.
Experience in working with PC's.

CERTIFICATES, LICENSES, REGISTRATIONS:

SPR: Position also requires incumbent possess and maintain a valid Michigan driver's license, in accordance with the department's driving record standards.

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.

5/3/2022

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