

**State of Michigan
Civil Service Commission**

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

Position Code

1.

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 CIV RGHT CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Civil Rights Operations
4. Civil Service Position Code Description Departmental Technician-E	10. Division Enforcement
5. Working Title (What the agency calls the position) Civil Rights Claims Examiner	11. Section
6. Name and Position Code Description of Direct Supervisor VARIOUS; CIVIL RIGHTS MANAGER 12	12. Unit Service Center Intake
7. Name and Position Code Description of Second Level Supervisor VARIOUS; STATE ADMINISTRATIVE MANAGER 15	13. Work Location (City and Address)/Hours of Work 3054 W. Grand Blvd., Detroit, MI / 8:00 a.m.-5:00 p.m

14. General Summary of Function/Purpose of Position

The employee will assess customer needs and perform all duties related to the Evaluation and Complaint Initiation Process. The employee in this position will conduct interviews, determine appropriate service, review allegations of unlawful discrimination and determine if the allegations warrant filing a standard or complex formal complaint of unlawful discrimination. The employee will either provide information, referrals and/or compose a standard or complex formal complaint, or compose a statement of concern (SOC) explaining the reason for not processing a formal complaint.

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: 80

Assesses customer needs in accordance with the Enforcement Process, policies and procedures.

Individual tasks related to the duty:

- Receive customer contacts by phone (TDD), mail, e-mail, fax, web contacts, and in person interview.
- Input customer information into database and record the appropriate request.
- Acquire sufficient information to adequately assess customer need.
- Explain, determine and/or provide the appropriate service(s).
- Evaluate customer concerns alleging unlawful discrimination and determine whether to process a standard or complex formal complaint or SOC.
- Provide information and/or referral(s).
- Provide department publications, reports, laws, pamphlets, posters, or brochures.
- Issue customer a written referral which includes name, address, telephone number and contact person.

Duty 2

General Summary:

Percentage: 10

Collaborate and participate as an effective member of an Enforcement unit and other units as needed.

Individual tasks related to the duty:

- Attend and actively participate in staff meetings.
- Establish and follow staff protocols and rules.
- Adhere to department work rules and job expectations.
- Develop strategies to achieve the department's goals.
- Maintain open channels of communication with all MDCR staff.
- Work collaboratively with manager(s) and other colleagues (staff attorneys, Civil Rights Investigators, etc.)

Duty 3

General Summary:

Percentage: 5

Improve skills and professional development.

Individual tasks related to the duty:

- Identify resources which can be used to enhance agency and/or individual performance.
- Read all internal publications including but not limited to policies and procedures, department memos, MCRC position statements and press releases.
- Review information from external publications related to civil rights as appropriate.
- Participate in training as assigned.

Duty 4

General Summary:

Percentage: 5

Miscellaneous duties.

Individual tasks related to the duty:

- Perform other duties and projects as assigned.
- Assist as needed.

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

Determine, after interview of customer, which service is needed. If the service is a complaint issue, determine whether a standard or complex formal complaint or statement of concern will be processed based on MDCR jurisdiction.

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

Employee would be expected to have supervisor review statement of concerns and formal complaints.

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.

Typical office setting, computer use, and limited lifting.

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?

Assess customer need and provide or make available all service options related to the Intake Process.

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 Intake Unit is part of the Enforcement Process and provides a full range of customer service options. The position assesses customer needs and is generally the first point of contact with the department.

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:

See Civil Service class specifications.

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.

Appointing Authority

12/10/2020

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