

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1. DEPSPL3C68N
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## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LABOR AND ECONOMIC OPPORTUNITY (LEO)
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Michigan Rehabilitation Services
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL SPECIALIST-3	<b>10. Division</b> Executive Office
<b>5. Working Title (What the agency calls the position)</b> Administrative Assistant	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> SIGRID ADAMS, SENIOR MANAGEMENT EXECUTIVE	<b>12. Unit</b> Central Office
<b>7. Name and Position Code Description of Second Level Supervisor</b> STEPHANIE BECKHORN; SENIOR DEPUTY DIRECTOR	<b>13. Work Location (City and Address)/Hours of Work</b> TBD MI / 8:00 a.m. - 5:00 p.m., Mon - Fri

**14. General Summary of Function/Purpose of Position**

This position supports the bureau director by managing high-level correspondence, coordinating stakeholder engagement, and ensuring timely and accurate communication with internal and external partners, including legislators and the public. It serves as a liaison and technical advisor across agencies and organizations that serve the needs of individuals with disabilities, representing bureau leadership in meetings and facilitating informed decision-making. The role leads bureau-wide communications, VR-related education, and performance initiatives, including strategic planning, public engagement, and trend analysis. It also supports cross-division coordination, policy development, and program planning aligned with bureau and federal priorities. Additional responsibilities include assisting the bureau director with tasks that enhance executive office efficiency and effectiveness.

**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: 50**

Manages high-level correspondence, stakeholder engagement, and information flow on behalf of the bureau director, ensuring timely response to inquiries from customers, internal and external partners, legislators, and the public. Serves as liaison and technical advisor across VR agencies and organizations, coordinates data and report requests, and represents bureau leadership in meetings to support informed decision-making.

**Individual tasks related to the duty:**

- Investigate, address, and prepare correspondence to written inquiries received by bureau director, from customers, state, department, legislators, and partners.
- Develop and manage, within scope of authority, methods of timely follow-up on voluminous high priority correspondence or assignments to and from the director.
- Prioritize assignments from bureau director for appropriate routing for timely resolution. Address both public and private sector issues within the scope of designated authority.
- Promote ongoing MRS relationship with partner organizations, funding sources, and policy makers (and their aides) across the state as appropriate and in alignment with LEO Legislative Affairs.
- Attend meetings in the absence of director/deputy with internal and external stakeholders to secure information for bureau and provide summary with recommendations to director(s).
- Acts as a liaison with other agencies, organizations, and employees to coordinate departmental programs.
- Coordinate, prepare, and finalize data inquiries and requests relative to bureau programming, service delivery, performance and fiscal activities.
- Serves as a technical advisor and liaison with industry, community groups, and/or governmental agencies as assigned.
- Maintain a centralized repository of bureau required reports including, but not limited to, the Centers for Independent Living reports, Michigan Council for Rehabilitation Services quarterly updates, 902 Legislative Boilerplate report, and cabinet reports, quarterly employee engagement results.
- Assist with ensuring alignment of bureau activities with department-wide initiatives and events.
- Draft executive summaries or memos for leadership use in decision-making or stakeholder communication.

**Duty 2**

**General Summary:**

**Percentage: 30**

Leads bureau-wide communications, marketing, and performance initiatives by developing strategic plans, analyzing trends, preparing reports, and facilitating public engagement. Supports bureau leadership in cross-division coordination, policy development, and program planning to align with organizational goals and federal reporting requirements.

**Individual tasks related to the duty:**

- Collaborate with LEO to develop federally required program annual report.
- Chair bureau marketing/public relations workgroup. Act as bureau expert to develop and execute bureau marketing plan.
- Assist director to develop and publish quarterly internal newsletter.
- Analyze bureau performance trends/patterns and recommends action.
- Prepare reports and fact sheets as requested or deemed appropriate to promote continuous improvement, including special studies, surveys, etc.
- Facilitate/coordinate public meetings for public education about VR, customer feedback, etc.
- Develop and manage budget for public relations and educational purposes
- Bureau liaison to LEO Communications Council.
- Recommends criteria, standards, and guidelines to assess agencies' program structures and determine their compatibility with the objectives and priorities of the bureau.
- Assists in program planning, policy, and procedures development in alignment with priorities of the bureau.
- Formulates procedures, policies, and guidelines for assigned departmental programs
- Schedule, facilitate, and prepare briefs for bureau director on cross-division meetings to gather input on policy, performance, and fiscal matters.

**Duty 3****General Summary:****Percentage: 20**

Other duties as needed to assist bureau director improve executive office efficiency and effectiveness.

**Individual tasks related to the duty:**

- Assemble and prepare necessary materials for presentations and speeches for the director(s).
- Complete preliminary review of contracts and grants submitted for director and LEO approval; to assure completeness, correct format, and timeliness.
- Manage projects assigned by the director(s) for program improvements.
- Personnel related data, issues, and resolutions.
- Review new and updated bureau policies and advise bureau director on the potential impact on service delivery, operations, fiscal and performance if approved.
- Carry out special projects as assigned by bureau director
- Develop and maintain a bureau-wide calendar of key events, deadlines, and meetings. Communicate calendar updates proactively to staff and leadership, adjusting schedules as needed.
- Track critical dates for grant submissions, reporting deadlines, and policy implementation milestones.
- Assist in planning and implementing the bureau's employee engagement action plan by coordinating logistics for engagement activities, tracking progress on action items, preparing communication materials, and gathering employee feedback.
- Support efforts to improve workplace culture and environment by maintaining timelines, scheduling meetings, and collaborating with internal teams to ensure successful execution of engagement initiatives.
- Other duties as assigned by MRS leadership.

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

Decisions made independently include project planning and management processes. All decisions impact bureau administration and credibility.

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

Issues that could be politically sensitive to the LEO-Rehabilitation Services. All decisions to be communicated externally to partners, federal/state stakeholders, and public in general. Decisions that impact bureau-wide customer service operations.

**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.**

Normal office environment, computer skills essential. Statewide and occasional out-of-state travel 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?

This position advises and assists the bureau director in managing public, legislative, and department inquiries forwarded to the bureau director. Preparing internal and external communication materials, state plan development, development of administrative procedures and policies, and assistance with bureau planning and evaluation. Any duties as needed to drive the vision, fulfill the mission, abide by the values of the organization and meets the needs of the division. Performs related work as assigned.

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

The position was updated to provide more coordination support to the bureau director on policy developments and updates, data requests, event scheduling to avoid conflicts and aligning bureau priorities with federal and state initiatives. In addition, this position will act as a liaison and technical advisor as needed on behalf of the bureau and prepare briefs and other records to support decision making of the bureau director and the MRS Executive Team.

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

The Executive Office provides leadership, development, support, and direction to the entire bureau to assure program goals are met within federal and state laws and consistent with governor and LEO values. This position is a lynchpin for assuring timely and accurate interface with customers, public, LEO, and federal government.

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:**

**Departmental Specialist 13 - 15**

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:**

Ability to formulate policies and procedures. Excellent written and verbal communication skills. Knowledge of methods of planning, developing, and administering programs. Knowledge of state and federal laws and legislative processes related to career development and workforce development programs. Ability to plan, coordinate, and expedite work projects. Ability to interpret complex rules and regulations.

**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

\_\_\_\_\_  
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