

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

Position Code 1. DEPTALTA07Y
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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.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MIL AFFR CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Targeted Initiatives
4. Civil Service Position Code Description DEPARTMENTAL ANALYST-A	10. Division Targeted Outreach and Performance Management
5. Working Title (What the agency calls the position) Training Accountability Analyst	11. Section
6. Name and Position Code Description of Direct Supervisor MACDONALD, STEFANIE R; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JONES, LEXIS L; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 3423 North Martin Luther King Jr Boulevard, Lansing, Michigan 48906, United States / 8:00-5:00

14. General Summary of Function/Purpose of Position

This position functions as the Training Accountability Analyst for the Michigan Veterans Affairs Agency (MVAA). The Training Accountability Analyst is the Recognized Resource for the Agency's Veteran Service Officer (VSO) accreditation process as well as developing and conducting training for VSO's in the State of Michigan. This position conducts research, analysis, and presents data in support of the Agency's accreditation of VSO's and on-going agency initiatives. The Training Accountability Analyst oversees the MVAA's web-based claims system that is used daily by VSO's across Michigan. This position develops and monitors performance metrics related to benefit claims processed by MVAA veteran service officers, veteran service organizations, and Michigan counties.

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

Function as a recognized resource for the agency's accreditation process and veteran service officer training statewide

Individual tasks related to the duty:

- Complete all requirements of 38 CFR 14.629 to be recognized as an accredited representative by the USDVA Office of the General Counsel and attend required annual training to maintain accreditation.
- Develop, prepare, and conduct VA certification training programs to include required continuous education training for all accredited Veteran Service Officers in Michigan.
- Track and report the number of County Veteran Service Officers who received training every fiscal year.
- Maintain training records for all Veteran Service Officers accredited by the MVAA.
- Oversee the County Training Reimbursement Program which includes developing program guidelines and forms, processing applications, generating approvals, auditing reimbursement forms, and submitting payments.
- Research and identify training opportunities for Veteran Service Officers to maximize effectiveness of services provided.
- Interprets existing and proposed laws, policies and procedures related to processing benefit claims with the USDVA.
- Compile and present data to senior leaders on training participation and effectiveness to assist with future training goals.
- Develop training manuals for veteran service officers related to MVAA policies for benefit claims processing.

Duty 2

General Summary:

Percentage: 25

Function as a recognized resource for service provision and performance metrics related to benefit claims processed by MVAA veteran service officers, veteran service organizations, and Michigan counties

Individual tasks related to the duty:

- Develop performance metrics for Veteran Service Officers as they relate to benefit claims processing, identify trends and issues using performance metrics, and make recommendations for future agency initiatives.
- Collect and maintain Veteran Service Officer performance data necessary for legislative reporting and agency requirements.
- Formulate procedures, policies, and guidelines for use by MVAA Veteran Service Officers in the representation of veterans and their dependents applying for VA benefits.
- Develop and issue performance metric reports at required frequency intervals.
- Make presentations on performance metrics to various groups as required.
- Identify trends and issues using performance metrics.
- Work with management to identify process changes based on trends/issues.
- Maintain a list of all VSO locations and hours across the state.

Duty 3

General Summary:

Percentage: 20

Daily oversight of the MVAA's web-based claims system used by Michigan VSO's.

Individual tasks related to the duty:

- Add and remove system users.
- Develop user agreements, policies, and training requirements for system access.
- Maintain records for all system users and complete monthly compliance checks.
- Technical advisor to all end users.
- Complete all necessary paperwork for system license renewals.
- Research and recommend upgrades to software and processes to improve performance.
- Interpret existing and proposed laws, policies, and procedures related to PII, PHI and HIPAA to ensure system compliance.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Participate in agency events.
- Conduct special projects and assignments.
- Create reports and presentations.

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

Identifying training opportunities, establishing the training calendar, performance metric reporting formats, and alerting management to positive and negative trends related to benefit claims processing. Veterans, agency staff, veteran service officers and county counselors would be affected.

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

Implementation of specific performance metrics; approval of training programs; presentations on metrics or training effectiveness.

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 environment. Some 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?

Management created PD.

23. What are the essential functions of this position?

Oversee the Agency's VSO accreditation process as well as developing and conducting training for VSO's. Research, analyze, and present data in support of the Agency's accreditation of VSO's and on-going agency initiatives. Oversee the MVAA's web-based claims system that is used daily by VSO's. Develop and monitor performance metrics related to benefit claims processed by MVAA VSO's, veteran service organizations, and Michigan counties.

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

Added duties for web-based claims system. Realigned duty percentages. Removed outdated duties related to Regional Coordinators. Job concept remains the same.

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

The MVAA provides and coordinates veteran services across state government. This position works for Strategy and Targeted Outreach managing accreditation, training and performance related to veteran service operations statewide.

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 Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Computer skills (WORD, PPT, EXCEL, OUTLOOK). Skills in metric development; training development and presentation. Excellent communication and writing skills. Ability to make independent decisions, problem solves, seek answers, work in a team and work on and prioritize multiple tasks..

CERTIFICATES, LICENSES, REGISTRATIONS:

Accreditation by a Veteran's service organization certified by the USDVA - Required to have within three months of hire. Complete Training, Responsibility, Involvement and Preparation of Claims (TRIP) Training. - Required to complete within three months of hire.

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