

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

|                                        |
|----------------------------------------|
| <b>Position Code</b><br>1. STDIVADM91N |
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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><br>DEPARTMENT OF STATE                                                                                                    |
| <b>3. Employee Identification Number</b>                                                                           | <b>9. Bureau (Institution, Board, or Commission)</b><br>Office of Investigative Services                                                              |
| <b>4. Civil Service Position Code Description</b><br>STATE DIVISION ADMINISTRATOR                                  | <b>10. Division</b><br>Enforcement Division                                                                                                           |
| <b>5. Working Title (What the agency calls the position)</b>                                                       | <b>11. Section</b>                                                                                                                                    |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>HINES, PEGGY A; SENIOR MANAGEMENT EXECUTIVE   | <b>12. Unit</b>                                                                                                                                       |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>CRAINE, KHYLA D; SENIOR DEPUTY DIRECTOR | <b>13. Work Location (City and Address)/Hours of Work</b><br>Austin Building, 430 W. Allegan St. Lansing, MI / Monday - Friday, 8:00 a.m. - 5:00 p.m. |

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

This position provides managerial and executive direction to staff regarding investigations, inspections, compliance reviews, safety and security programs and initiatives, and data analytics for fraud and crime detection within the department. This division provides recommendations for detecting, reducing, and deterring fraud in programs administered by the department, conducts compliance reviews and investigations as needed, and provides oversight of matters related to the internal security of the department's assets and information. The Enforcement Division consists of the Special Investigations Section which focuses on criminal investigations and on internal employee fraud, identity fraud, and vehicle-related fraud cases and other crimes against persons and crimes against property; the Branch Review and Special Programs Section which focuses on internal compliance activities and special programs, Security Section which focuses on physical security programs, and the Investigative Analytics Section which focuses on the development and review of data to detect and deter internal and program fraud, providing support and investigative assistance to internal and external investigators and oversight of the Insurance Fraud Prevention Unit. This division is responsible for developing and implementing policies and procedures to ensure security in these areas and providing recommendations on fraud remediation in Department program areas.

**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: 30**

Directs the operations of the Enforcement Division in the Legal Services Administration.

**Individual tasks related to the duty:**

- Initiates, reviews, and implements policies and procedures that impact the operation of the Division.
- Uses a preventive approach to develop processes to ensure early fraud detection and prevention and security within programs administered by the department.
- Identifies and analyzes potential administrative issues and vulnerabilities within Department program areas.
- Oversees or conducts complex driving record transactions or system access updates to CARS, or other driver-related information systems
- Formulates short- and long-term program plans, strategies, and policies.
- Directs, coordinates, manages and monitors project management plans.
- Reviews existing activities, establishes priorities, and implements policies designed to ensure compliance and integrity within the Department.
- Develops budget recommendations.
- Develops periodic reports related to Enforcement Division activities.
- Ensures effective communication and coordination with other divisions, sections, and units within the department as well as external agencies and stakeholders.
- The position is responsible for the planning, development, project management and overall business administration of the applications/system needs for the division.

**Duty 2**

**General Summary:**

**Percentage: 20**

Provides managerial direction and supervision to Division employees.

**Individual tasks related to the duty:**

- Conducts staff meetings to assure consistency of operation and consistency in application; to maintain program effectiveness and operational efficiencies; to maintain open lines of communication; and provide appropriate training to staff.
- Administers Civil Service rules and regulations, labor contracts and personnel policies in the selection, evaluation and/or corrective action of staff. Ensures equal employment opportunity in hiring and promotions.
- Coordinates work by scheduling assignments, work completion dates, assigning standards of promptness, and in general, directing the work of the Division.
- Set priorities for division personnel.
- Ensures all Criminal Justice Agency requirements are met, including but not limited to, personnel security, training, and information security.

**Duty 3**

**General Summary:**

**Percentage: 20**

Responsible for oversight of matters related to the security and integrity of the department's assets, data and information.

**Individual tasks related to the duty:**

- Coordinate activities for the creation and submission of Requests for Proposals (RFP), and Requests for Bids (RFB) when required for projects and/or system applications and tools.
- Coordinate activities for the creation and maintenance of project documents as required.
- Create and execute communication plans for projects and functional upgrades and maintenance to existing applications.
- Facilitate the development of training guides and curriculum related to division responsibilities.
- Develop and carry out processes for timely updates of project status to management.
- Provide recommendations regarding program integrity and safety and security.
- Analyze current methods of securing department assets, data, and information from internal fraud risks.
- Recommend integrity policies and procedures to prevent and protect the department from potential internal and external threats.
- Coordinate with law enforcement agencies and other government agencies.
- Oversee programs that enhance the safety and security of Department infrastructure and personnel.
- As directed, appear as a departmental representative before legislative committees, hearings and briefings and other work groups, and teams.
- Meet with citizens and administrators of other agencies, associations, and organizations to represent the department and the Division.

**Duty 4**

**General Summary:**

**Percentage: 15**

Responsible for oversight of plans and programs related to internal controls, fraud prevention, fraud detection and criminal investigation.

**Individual tasks related to the duty:**

- Manage and oversee the development, implementation and maintenance of data mining and reporting tools.
- Manage the development, processing and accessibility to highly confidential investigative queries of MDOS business data.
- Provide expert technical advice and business design guidance for future queries and reporting matrixes to support investigative efforts.
- Establish and implement data analysis procedures to detect and prevent occurrences of internal fraud and/or program fraud administered by the department.
- Uses LEIN to conduct necessary background checks.
- Establish and implement procedures to detect fraud within the department.
- Identify, recommend, and assist in implementing internal controls throughout various programs in the department.
- Requires the incumbent to travel throughout the state to Secretary of State branch offices to conduct investigative business.

#### Duty 5

#### General Summary:

Percentage: 15

Oversee information technology and safety, and security projects and programs.

#### Individual tasks related to the duty:

- Develop, implement and support Data Analysis Reports and Management Reports.
- Oversee contracts ensuring contract compliance with established deliverables.
- Liaison with DTMB, internal stakeholders, and vendors regarding current and future technology or program issues and needs.
- Develop and facilitate plans and strategies for enhancement, integration and increasing efficiencies of investigation/reporting applications.
- Develop and maintain project schedules and business requirements for integration & improvement of applications.
- Develop and manage project budgets including multiple funding sources and reporting requirements for grants or restricted funds.
- Review, evaluate and approve all change requests.
- Coordinate testing and implementation of changes to applications.
- Maintain risk management documentation, risk and mitigation activities.
- Maintain records of work completed and deliverables.

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

Decisions include implementation of policies and procedures for the Office of Investigative Services. This position makes decisions consistent with policies, procedures, laws and rules related to fraud detection and prevention, internal security and fraud awareness and Michigan Compiled Laws. Makes decisions regarding staff management and determines how best to create efficiencies and maintain good customer service. All work areas of the department may be affected by these decisions. The general public may also be affected.

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

Guidance is sought and approval required on issues pertaining to other Divisions or Department wide policy and procedures. Sensitive information regarding fraud or criminal acts occurring within the Department.

#### 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.

#### 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.

| <u>NAME</u> | <u>CLASS TITLE</u>                   | <u>NAME</u> | <u>CLASS TITLE</u>                   |
|-------------|--------------------------------------|-------------|--------------------------------------|
|             | DEPARTMENTAL<br>MANAGER-3 14         |             | REGULATION AGENT-A 12                |
|             | STATE ADMINISTRATIVE<br>MANAGER-1 15 |             | STATE ADMINISTRATIVE<br>MANAGER-1 15 |
|             | STATE ADMINISTRATIVE<br>MANAGER-1 15 |             |                                      |

#### Additional Subordinates

#### 20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- |   |                                    |   |                                   |
|---|------------------------------------|---|-----------------------------------|
| Y | Complete and sign service ratings. | Y | Assign work.                      |
| Y | Provide formal written counseling. | Y | Approve work.                     |
| Y | Approve leave requests.            | Y | Review work.                      |
| Y | Approve time and attendance.       | Y | Provide guidance on work methods. |

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?

Directs staff, through first and second-line supervision, which focuses on overall fraud detection and prevention and program integrity; criminal investigations and internal employee fraud; identity and document fraud; vehicle-related fraud cases; internal audit activities, branch reviews and special reviews; and completing regular assessments and updates of data analytics for fraud detection, prevention and improved program integrity in programs administered by the Department. This Director is responsible for developing and implementing policies and procedures to ensure integrity in these areas, and must plan, organize, and direct the work activities of this division.

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

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

The Enforcement Division's core function includes the deterrence, detection and investigation of fraud and the oversight of internal compliance reviews and safety and security of Department personnel and infrastructure. This position serves as the director of this division.

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:**

**State Division Administrator 17**

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

**Alternate Education and Experience**

**State Division Administrator 17**

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of State of Michigan information technology systems and applications.

Knowledge of Data Analytics methodology, protocols and quality assurance related to data collection.

Knowledge of available data analysis tools for the detection and monitoring of fraud and/or error detection.

Knowledge of the Criminal Justice Information Services Security Policy and Law Enforcement Information Network policies.

Ability to develop, implement and maintain investigative case management systems and applications.

Knowledge of state and federal laws and legislative processes related to the work.

Knowledge of federal, state, and local relationships that impact the operations of a department.

Knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.

Ability to instruct, direct, and evaluate employees.

Ability to analyze and appraise facts and precedents in making administrative decisions.

Ability to establish and maintain effective relationships with government officials, private industry officials, professional personnel and others.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

SPR (Valid DL) - Position requires incumbent possess and maintain a valid driver's license, in accordance with agency's driving record standards.

Due to Criminal Justice requirements for LEIN operators, position requires incumbent submit fingerprints for state and federal criminal background checks; qualify for access under the criminal conviction policy per the Federal CJIS Security Policy and Michigan addendum; pass the LEIN certification test and be certified within 6 months of employment or assignment; and retest/recertify every 2 yrs.

Position requires incumbent be a United States Citizen and pass a thorough background investigation to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

**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

10/31/2025

\_\_\_\_\_  
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