

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

Position Code

1. DEPTALTEO86N

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-E	10. Division Business Compliance and Regulation Division
5. Working Title (What the agency calls the position) Departmental Analyst 9-P11	11. Section Business Regulation Section
6. Name and Position Code Description of Direct Supervisor FOLLEN, BRITTANY M; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor HOWARD, KRYSTAL; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 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 serves as a department resource on the Michigan Vehicle Code (MVC) as it applies to the regulation of Michigan vehicle dealers. This position also serves as a department resource on the Motor Vehicle Service and Repair Act (MVSRA) as it applies to the regulation of Michigan motor vehicle repair facilities and certified mechanics.

Primary responsibilities include reviewing investigations and inspections to determine if evidence provided sufficiently justifies alleged violations, using additional investigative methods to gather any additional evidence necessary, and analyzes overall situation to determine appropriate administrative actions, as needed. The analyst creates written records of interactions and recommendations including why actions are necessary to ensure compliance with the MVC and the MVSRA, in a training capacity. Duties also include providing clear instructions to Michigan vehicle dealers, repair facilities, and certified mechanics, as well as testifying in administrative hearings regarding administrative interventions where needed.

This position also supports the licensed dealer and repair facility and mechanic compliance training programs. The analyst will participate in reviewing and updating website content, department manuals, and compliance bulletins to licensees. Additional duties may include participating in work groups and assigned projects.

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

Serves as a resource on the MVSRA and MVC as it applies to licensees the Department regulates. Specifically, the position writes, develops, communicates requirements for Michigan vehicle dealers, repair facilities, and mechanics to comply with Michigan law. The position will serve as licensed dealer and automotive repair technical resource for the Division by providing knowledge and making recommendations related to Department investigations and inspections of licensees.

Individual tasks related to the duty:

- Analyzes completed inspections and complaint investigations and determines the veracity of allegations against Michigan dealers, repair facilities, and mechanics conducted by Department personnel.
- Determines the appropriate regulatory disciplinary action against licensees based on Department policy.
- Responds to inquiries from consumers, facility owners, mechanics, attorneys, law enforcement and others with questions about their rights under the MVSRA and the MVC.
- Provides consultation to regulatory compliance related questions raised by licensees and Department staff.
- Recommends solutions for problems arising from issues raised by repair facility personnel, vehicle dealers and Department staff.
- Provides draft analysis of existing and proposed laws, rules, and policies as it relates to the program area.

Duty 2

General Summary:

Percentage: 35

Conducts informal and formal conferences with licensees/applicants and their attorneys, determine compliance with provisions of the MVSRA, the MVC and the Rules, and recommend final disposition. Serves as a point of contact between the automotive repair industry and Bureau of Vehicle and Driver Programs to address compliance issues.

Individual tasks related to the duty:

- Arranges formal and informal conferences to discuss compliance issues with licensees and legal counsel to determine appropriate measures and make recommendations.
- Serves as a liaison for the Department with Michigan dealers and automotive repair industry and initiates dialogue with dealer and repair organizations, associations, and automotive repair interest groups.
- Reviews and interprets existing and new legislation and regulations and determines the potential impact on the Division and Bureau.
- Represents the Bureau at Department, industry, and other meetings.
- Identifies and addresses imminent harm to the public as it relates to compliance issues.
- Drafts formal administrative documents to be distributed to licensees, attorneys, and administrative hearing services.
- Compiles evidence packets as it relates to violations cited in formal administrative documents.
- Collaborates with Regulatory Monitoring Division regarding necessary evidence to substantiate violations.
- Prepares for and testifies in administrative hearings.

Duty 3

General Summary:

Percentage: 5

Completes additional related tasks as assigned.

Individual tasks related to the duty:

- Attends meetings and serves on committees representing the Legal and Regulatory Services Administration, Business Compliance and Regulation Division and the Business Regulation Section.
- Serves as a contributor to the Secretary of State's Michigan Dealer and Repair Facility Manuals and prepares draft updates on repair issues for dissemination in bulletins and the Department's website.
- Responsible for contributing and participating in writing draft articles for bulletins as needed.
- Performs research and analyzes issues as necessary.
- Performs related work as assigned.

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

Determining and citing the applicable sections of the MVSRA, the MVC, General Rules, and Administrative Rules to questions posed by vehicle dealers, licensed repair facilities, and certified mechanics.

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

Decisions requiring modification of the Department's policy and practices or appears to be conflict with existing statutes must be reviewed by the section manager. The approval of proposed disciplinary actions involving suspension, revocation or financial penalties is required by the section manager.

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. Considerable challenges associated with juggling multiple assignments. Transporting boxes of manuals, a laptop computer and projector, as well as handouts for training is required for each training session. Travel as 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?

Administering the department's compliance program for licensees regulated by the department. The incumbent possesses applied knowledge of the Michigan Vehicle Code, Motor Vehicle Service and Repair Act and General Rules. The incumbent will serve as a dealer and automotive repair technical resource for division and bureau staff by providing support throughout the course of investigations.

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

Updating PD.

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

The Business Regulation Section is responsible for training and regulating automobile dealers, repair facilities, and mechanics pursuant to provisions of the Michigan Vehicle Code and Motor Vehicle Service and Repair Act. The Section monitors automobile dealers, repair facilities, and mechanics for compliance with the above Acts and takes appropriate disciplinary action. This position reviews and analyzes completed complaint investigations and inspections involving automobile dealers. When warranted, it initiates administrative action against licensees who have violated the Motor

Vehicle Service and Repair Act or the Michigan Vehicle Code and/or administrative rules.

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. A concentration in the automotive field is preferred.

EXPERIENCE:

Departmental Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent verbal and written communication skills, organizational skills, interpersonal relations skills, and ability to work well with others required. Knowledge of the Motor Vehicle Service and Repair Act and its General Rules, Michigan Vehicle Code and related state and federal laws. Thorough knowledge of automotive repair technology is required. The candidate must possess the ability to organize, evaluate, and present information effectively; to interpret laws, rules, and regulations relative to the work.

**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

3/14/2025

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

