

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

Position Code 1. STDDADM1S44N

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 STATE ADMINISTRATIVE MANAGER-1	10. Division Enforcement Division
5. Working Title (What the agency calls the position) State Administrative Manager 15	11. Section Special Investigations Section
6. Name and Position Code Description of Direct Supervisor JAHNKE, CHRISTOPHER M; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor HINES, PEGGY A; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work / Monday-Friday, 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position functions as the State Administrative Manager over an investigative team of Regulation Agents and administrative support personnel, and is responsible for leading investigations involving fraud, and abuse in MDOS program areas, crimes against persons and property crimes, as well as training, and overseeing the work of Regulation Agents and other staff. The incumbent supervises administrative personnel and fraud investigators who have responsibility for investigations into allegations of fraud involving all state-wide MDOS programs, which may result in seeking prosecution or referrals to law enforcement agencies and/or prosecutors for criminal prosecution. This incumbent is expected to promote effective communication and cooperation between other areas of the Department, and to coordinate investigative activities with local, stat, and federal law enforcement officials, other agencies, businesses, and the public. Duties include all activities in the sections including establishing priorities, allocating staff, and ensuring the successful completion of assignments. The supervisory functions that this position manages include employee evaluation, counseling, selection, provision of technical and policy guidance and training of employees. Develops and proposes policies and procedures that ensure section responsibilities are clearly defined and investigations are thoroughly conducted and appropriately pursued.

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: 35

This position provides supervision to Section personnel and monitors staff performance to achieve timely, accurate and appropriate actions by section personnel. Investigations may include evaluating and taking action involving complex cases involving multiple suspects, multi-jurisdictional venues, record review, agency employees; agency wide programs and business areas; collaborating with criminal justice agencies; computer and information system analysis; and other investigations that target areas with high potential fraud and abuse.

Individual tasks related to the duty:

- Coordinate activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluate and verify employee performance through the review of completed work assignments and work techniques.
- Administer Civil Service rules and regulations, labor contracts, personnel policies in the selection, evaluation, and/or discipline of staff.
- Ensure equal opportunity in hiring and promotions.
- Conduct staff meetings to ensure continuing field operation efficiency and program effectiveness.
- Directs and coordinates investigative staff work through preliminary review, fact finding, data analysis, legal and compliance analysis, MDOS procedures and intelligence gathering.
- Evaluates and verifies employee performance through the review of completed work assignment and work techniques.
- Ensures accuracy of all investigative reports.
- Participates in the selection of agents and other personnel.
- Supervises field investigations, office operations, and related tasks.
- Ensures that staff complies with laws, regulations, policies, procedures and standards.
- Evaluates staff performance, including workload management.
- Meets with all personnel in a group setting and one-on-one basis on a regular and reoccurring basis.
- Initiates disciplinary action and recommends adverse actions up to and including separation.
- Monitors work output to ensure conformance with established objectives and priorities.
- Plans for contingency problems and unexpected events.
- Testify on Department's behalf regarding findings in administrative hearings or court preceding that may result from action taken by the Department
- If criminal charges are to be filed, work with law enforcement agency involved in the pursuit of the criminal charges to ensure their understanding of the fraudulent actions and the evidence gathered through the Department's investigation of the matter.
- Oversee and provide managerial leadership to staff in the resolution of complex, sensitive, and precedent setting situations.
- Analyzes legislation and its impact on section operations and prepares position statements.
- Monitors program operations, and identifies and reports potential and actual problem areas to the director.

Duty 2

General Summary:

Percentage: 20

Determines state-wide investigative needs and opportunities. Responsible for the investigative output of the section, providing direction and support to reach state-wide fraud detection and investigation goals. The position assists in the overall planning, development, administration and direction of investigations for referral for criminal prosecution and/or administrative actions. The position researches, develops, makes recommendations and carries out innovative methods and procedures for investigative operations to meet program requirements. The position applies complex state and federal laws, rules and regulations, and MDOS policy for compliance and takes the appropriate action.

Individual tasks related to the duty:

- Provide direction and assistance in planning, participate in sensitive and/or complex investigations and authorize investigative actions when needed.
- Assist the Office of Human Resources and the Enforcement Division with investigations as needed.
- Coordinate subpoena service for the Special Investigations Section as well as other departmental areas.
- Review exiting programs and recommend changes designed to promote Special Investigations Section efficiency.
- Recommend programs to protect the Department of State and its employees related to safety and security incidents.
- Provide follow-up within the Division to certify compliance to rules, policies, and procedures.
- Responsible for developing annual and periodic fraud plans for the Section. Including investigation priorities and guidelines for taking action.
- Analyze incoming complaint workload demands and the investigative and administrative resources necessary to accomplish goals.
- Develop recommendations to address fraud vulnerability, internal control and accountability relating to MDOS programs.
- Reviews the investigative findings made by Agents and approves case dispositions.
- Works with departmental, and law enforcement officials in developing and advocating ways and means to detect and/or deter fraud.
- Works with departmental, and law enforcement officials in developing and advocating ways to mitigate threats and increase safety of MDOS employees
- Develop and implements new fraud investigation strategies.
- Prepare and submits periodic reports related to Section operations.
- Draft and propose departmental responses to law enforcement, insurance agencies, etc., regarding various issues.
- Prepares cases and supporting evidence for prosecutorial review.
- Maintains evidence and ensures evidentiary procedurals are followed by personnel.
- Formulates current and long-range programs, plans and policies of the Section.
- Conducts staff meetings and conferences to discuss operating problems, organization, budgetary matters, personnel matters, technical problems, and the status of investigations, programs and projects.
- Implements continual process improvement within the Section.
- Participates in the design, implementation, and monitoring of internal management reporting systems.
- Studies agency staffing needs and recommends training and recruitment activities as necessary.

Duty 3

General Summary:

Percentage: 20

Collaborate with local, state, and federal agencies and serve as departmental liaison for criminal investigations. Meets with professional groups, law enforcement agencies, and other agencies relating to MDOS fraud and criminal investigative activities.

Individual tasks related to the duty:

- Participate on combined investigations with federal, state, and local law enforcement and criminal justice agencies.
- Serve as liaison for the Division and the Department with other agencies (i.e., Attorney General, prosecutors, law enforcement agencies, insurance companies) related to fraud, safety of MDOS staff and abuse in MDOS program areas.
- Conduct presentations to groups about fraud awareness, safety and security incidents, and Section activities and accomplishments.
- Meet regularly with other managers regarding Section activities, including specific projects and high priority cases.
- Communicate regularly with Section personnel, law enforcement agencies and prosecutor's offices to identify and overcome obstacles to the effective and satisfactory completion of cases.
- Communicate regularly with upper management about operational and administrative activities that impact the Section and innovations and suggestions for program improvement.
- Provides briefings on investigations and presents investigative plans to stakeholders.
- Draft and propose departmental responses to law enforcement, complaints, other governmental entities, insurance agencies, etc., regarding various topics/issues.
- Develop recruiting strategies in an effort to attract diverse pool of applicants.

Duty 4

General Summary:

Percentage: 10

Develops and proposes policies and procedures that ensure section responsibilities are clearly defined and investigations are thoroughly conducted and appropriately pursued.

Individual tasks related to the duty:

- Develop and propose Special Investigations Section policies and procedures that ensure Section goals and objectives align with departmental goals and policies.
- Assist in the establishment of policies and procedures to enhance the implementation of the investigative program and ensure program compliance and integrity.
- Assist in the development and implementation of clearly understood procedures and instructions to carry out responsibilities and functions of the Section.
- Recommend policy and program proposals which may detect, reduce, or deter fraudulent activity in programs administered by the Department.
- Comment and assist in drafting legislative bills, administrative rules, and other regulations as needed to implement and maintain an effective enforcement program.

Duty 5

General Summary:

Percentage: 10

Direct and coordinate training of staff within the Section and throughout the state as it relates to fraud detection, fraud prevention and fraud investigation. Present information in small or large group settings. Utilize presentation techniques to present thorough and comprehensive information related to investigative techniques. Establishes procedures and policies for the efficient use of Section resources and personnel.

Individual tasks related to the duty:

- Develop and ensure applicable statutes, policies and procedures are presented and included in periodic training to personnel related to privacy and data security requirements.
- Conduct presentations to the Department and/or other entities related to investigative initiatives and data driven solutions to fraud prevention.
- In coordination with the Investigative Analytics Section, ensure investigative personnel understand data findings, data elements, and statistical projections related to fraud investigation cases.
- Identify staff development and training needs.
- Develop and provide training within MDOS relating to current law and trends in detecting/deterring and prosecution of fraud
- Develop and provide training to MDOS personnel related to safety and security incident response.
- Develop and maintain the Agent Training Program.
- Serve as the Agent Training Program manager ensuring all personnel complete required training program.

Duty 6

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Special projects as defined by leadership.
- Provide expertise and representation in meeting/workgroups involving area of specialty.
- Serves as a technical advisor and liaison with industry, community groups, and/or governmental agencies.
- Assist with Division priorities including, annual audits, reviews, system changes, etc.

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

Decisions include determining investigative priorities; approval of investigative plans for complex and sensitive investigations and issues pertaining to program actions, and cooperation with local, state, and federal law enforcement agencies. The approval or disapproval of the depth or degree of the investigation to determine fraud or other necessary action, the necessary evidence or witnesses needed to come to a final case disposition on fraud allegations.

MDOS employees, victims and the suspects being investigated may be affected by the decisions made in this position.

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

Guidance is sought and approval required on issues pertaining to other Bureaus or Departments-wide policies and procedures and to clarify policy, procedure, legal and related questions

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.

Citizens and employees charged with criminal actions or dissatisfied customer may be prone toward violence, thereby, creating a job hazard.

Irregular and unexpected work hours may occur due to requirement of investigations. Travel by car will be necessary throughout the state.

Overnight travel may occasionally occur.

May require direct contact in areas where safety and security are not controlled and contact with individuals that may be involved in alleged criminal acts or who have been charged with alleged criminal acts by law enforcement authorities may be more inclined to violence and thereby create additional job hazard.

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 TECHNICIAN-A 10		DEPARTMENTAL TECHNICIAN-A
	DEPARTMENTAL TECHNICIAN-E E9		REGULATION AGENT-A
	REGULATION AGENT-A		REGULATION AGENT-A 12
	REGULATION AGENT-A		REGULATION AGENT-A 12
	REGULATION AGENT-A 12		REGULATION AGENT-A 12
	REGULATION AGENT-A 12		REGULATION MANAGER-2 13
	WORD PROCESSING ASSISTANT-E		

Additional Subordinates

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work. |
| <input checked="" type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work. |
| <input checked="" type="checkbox"/> Approve leave requests. | <input checked="" type="checkbox"/> Review work. |
| <input checked="" type="checkbox"/> Approve time and attendance. | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand. | <input checked="" 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 provides statewide leadership for the Section's investigation program. Incumbent provides supervision of investigative agents and administrative personnel.

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 Special Investigations Section promotes enforcement, investigation, and security for all Department of State employees, the branch office network, and all other Administrations, Bureaus, Division, Section, and Units. This position is responsible for direct supervision of investigative agents and administrative personnel assigned to the Section/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 Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience**State Administrative Manager 15**

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year 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 investigation and inspection techniques.

Knowledge of legal terminology and what constitutes legal evidence.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Ability to instruct, direct, and evaluate employees.

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

Ability to evaluate and interpret laws, rules, regulations, and evidence.

Ability to communicate with others, both verbally and in writing.

Ability to maintain favorable public relations.

Knowledge of criminal justice agency policies including the Criminal Justice Information Services.

Security Policy

Knowledge of prosecutorial procedures.

Knowledge of evidence collection and chain of custody procedures.

Knowledge of criminal statutes including fraud, crimes against persons, and crimes against property.

Knowledge of information technology systems utilized by Department.

CERTIFICATES, LICENSES, REGISTRATIONS:

SPR: Two years of experience in a leadership role within an investigative unit.

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.

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.

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.

_____	1/28/2026
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