

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. REGUMGR2A36N

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 REGULATION MANAGER-2	10. Division Enforcement Division
5. Working Title (What the agency calls the position) Regulation Manager 13	11. Section Special Investigations Section
6. Name and Position Code Description of Direct Supervisor SCHNEIDER, PATRICK M; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JAHNKE, CHRISTOPHER M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Cadillac Place 3064 W. Grand Blvd. Detroit, MI 48202 / Monday- Friday; 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position functions as a first-line manager in the Special Investigations Section with direct supervision over professional and administrative support positions. This position is responsible for completing investigations and directing the work of Regulation Agents responsible for conducting investigations involving fraud and abuse in MDOS program areas, as well as the investigation of property crimes and other crimes occurring at MDOS facilities. This position identifies training needs of staff, develops training content, presents training materials, and oversees the Regulation Agent Training program. The incumbent reviews and approves investigatory reports completed by Section personnel. This position interprets state and federal statutes and makes recommendations related to Section policies/procedures and investigative functions. The incumbent assigns cases to Section personnel and makes determinations on case prioritization. This position coordinates investigative activities with local, state, and federal law enforcement officials, other agencies, businesses, and the public. This position assists in the establishment of Section goals, metrics, and objectives.

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**

This position provides direction to Section personnel responsible for completing investigations involving allegations of fraud and other crimes related to MDOS program areas. Oversees work output and develops strategies for investigative effectiveness.

Individual tasks related to the duty:

- Schedules work assignments, assists in setting priorities, and directs the work of subordinate employees.
- Holds investigatory briefings/debriefings with Section personnel to ensure investigatory effectiveness.
- Reviews investigatory reports ensuring the accuracy and adherence to Department policies and applicable statutes.
- Supervises and conducts field investigations including creating investigatory plans.
- Travels to branch offices and other MDOS buildings across the state to conduct field investigations.
- Testifies on Department's behalf regarding findings in administrative hearings or court proceedings that may result from action taken by the Department; this requires routine travel.
- Collaborates with law enforcement agencies for investigative furtherance and pursues applicable criminal charges.
- Prepares periodic reports involving operational and administrative activities.
- Makes recommendations on Section goals and metrics based on analysis of data.
- Establish strategies to meet goals/objectives and timeliness standards related to investigatory and administrative assignments.
- Serves as a liaison for the Division and the Department with other agencies (i.e., Attorney General, prosecutors, law enforcement agencies) related to fraud and other crimes involving MDOS program areas.
- Communicates regularly with Section personnel, law enforcement agencies and prosecutor's offices to identify and overcome obstacles involving the completion of cases.
- Reviews and suggests modifications to data reports regarding enforcement programs.
- Oversees or conducts complex driving record transactions or system access updates to CARS, or other driver-related information systems.

Duty 2

General Summary: **Percentage: 30**

Provide direct supervision and oversee staff ensuring goals and metrics are met.

Individual tasks related to the duty:

- Oversee assignments and prepares work schedules by setting priorities which meet Division goals and objectives.
- Meets with direct reports 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.
- Evaluates performance objectives and completes evaluations.
- Monitors work output to ensure conformance with established objectives and priorities.
- Establishes strategies for effective and timely case supervision.
- Conducts periodic reviews of all administrative functions and makes recommendations on case closure, removal of enforcement stops, retention of records.
- Oversees the preliminary review of incoming allegations by administrative personnel, makes assignments and develops plans for investigatory furtherance.
- Ensure all administrative functions are documented in detailed written procedures that reflect current operations.

Duty 3

General Summary: **Percentage: 5**

Serve as the Agent Training Program Manager. Develop content and administer training to Department personnel and other agencies related to fraud identification, and safety and security initiatives.

Individual tasks related to the duty:

- Identifies staff development and training needs and ensures training is obtained.
- Trains investigators in appropriate policies, procedures, and investigative practices and provides ongoing training to ensure continuous learning is established within the Section.
- Prepares content and conducts training related to investigations, safety and security and other topics for Department personnel as well as other agencies.
- Prepares presentations and administers training to Department personnel and stakeholders.

Duty 4

General Summary: **Percentage: 5**

Participate in the development of departmental policies and procedures that ensure section responsibilities are clearly defined and investigations are thoroughly conducted and appropriately pursued.

Individual tasks related to the duty:

- Assist in the development of 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 comprehensive 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.

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.

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 Department policies and procedures.

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.

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>
	REGULATION AGENT-A 12		REGULATION AGENT-A 12
	REGULATION AGENT-A 12		REGULATION AGENT-A
	REGULATION AGENT-A 12		REGULATION AGENT-A 12
	REGULATION AGENT-A 12		REGULATION AGENT-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?

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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 is responsible for the enforcement, investigation, and security for all Department of State work areas. This position oversees and provides direction to Regulation Agents responsible for criminal/civil/administrative investigations. This position is responsible for direct supervision of administrative personnel who support all investigative functions for the 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:

Regulation Manager 13 - 15

Four years of professional experience providing regulation and investigative services equivalent to a Regulation Agent or Regulation Officer, including two years equivalent to a Regulation Agent P11 or Regulation Officer P11, or one year equivalent to a Regulation Agent 12 or Regulation Officer 12.

Alternate Education and Experience

Regulation Manager 13 - 15

Six years of experience as a State Police Detective Sergeant or equivalent may be substituted for the experience and education requirements. The determination of the equivalent experience is based on a comparison of an applicant's experience and training to the experience and training, specifically as it relates to investigative training, of a Michigan State Police Detective.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of investigation 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 coordinate the work of others.

Knowledge of labor relations.

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.

CERTIFICATES, LICENSES, REGISTRATIONS:

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.

SPR: Position requires incumbent possess and maintain a valid driver's license, in accordance with agency's driving record standards.

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

3/6/2026

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