

State of Michigan
Civil Service Commission

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

Position Code

1. STDDADM1S89N

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
5. Working Title (What the agency calls the position) BRSPS Manager	11. Section Branch Review and Special Programs
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 430 W ALLEGAN ST; LANSING, MI 48915 / 8:00AM – 5:00PM

14. General Summary of Function/Purpose of Position

This position serves as the Administrative Manager over professional staff responsible for conducting compliance reviews of the Department's 133 branch offices and publishing reports that detail their adherence to established procedures and makes recommendations concerning any deficiencies that are identified in the review process. This position has major responsibility for conducting investigations of employees who are alleged to be involved in the theft of funds or the fraudulent issuance of driver's licenses, vehicle titles, registrations, or the misuse of personnel information available through Department records, and/or other allegations of fraudulent or abusive activities. Oversee the Department's highly sensitive programs pertaining to the issuance of license plates for vehicles used by various branches of law enforcement for investigative purposes, and the issuance of vehicle titles and registrations for vehicles used by law enforcement personnel during investigations.

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

Manage and provide leadership to professional level staff responsible for conducting compliance reviews of Department business operations. Such reviews determine the Department's adherence to established transaction and operating procedures and cash handling processes. Conduct periodic assessments of branch review protocols ensuring current fraud trends and identified risk areas are included in the review criteria. Update the branch and department review process to ensure changes in statute, Rules, Department processes or procedures, and changes brought on by the development of new information technology projects are included in the criteria for review.

Individual tasks related to the duty:

- Plan, organize, direct and control the work activities of BRSPS team members.
- Oversee and direct the daily activities; provide guidance; ensure adherence with policies, procedures, standards, and guidelines
- Oversee the hiring and training of professional personnel ensuring effectiveness.
- Coordinate activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Advise and support staff in the resolution of difficult or sensitive situations and monitor actions and responses.
- Conduct staff meetings and conferences with staff to provide direction on assignments or projects.
- Maintain extensive knowledge of Department policies, office procedures and current legislation.
- Research and identify opportunities for data reporting and analytical projects.
- Develop and maintain current protocols and criteria that address operational vulnerabilities, risks and trends so that illegal or improper activity is prevented, identified and/or deterred.
- Develop and apply a risk-based criteria to determine which branch offices and/or department work areas that should be subject to review on an on-going basis.
- Direct and participate in strategies to address current known fraud as well as strategies to deter fraud and abuse.
- Select branch offices and other department work areas that will be reviewed on a periodic basis and ensure appropriate staff members are assigned based on the review criteria and areas of focus.
- Review staff reports to ensure findings and recommended actions are in accordance with established procedures.
- Upon issuance of branch review findings ensure Department stakeholders are notified and recommendations noted in the report are clearly stated and the corrective remedies are reported by stated deadlines.
- Review new processes as they are developed and provide input directed at the prevention and detection of fraud through sound business transaction processes and by ensuring relevant data is captured
- Develop section procedures and policies to ensure proper completion and execution of tasks and responsibilities.
- Travel is required to conduct periodic assessments of branch review protocols.

Duty 2

General Summary:

Percentage: 30

Conduct employee related reviews/investigations and manage and provide leadership to professional level staff responsible for the investigation of employees who are alleged to have committed fraud and/or participated in questionable business practices placing undue risk on the Department. Uses considerable independent judgment during the course of conducting the investigation.

Individual tasks related to the duty:

- Outlines appropriate course of action in identifying the related evidence necessary to support the alleged fraud and/or abuse.
- Gather, sort and analyze relevant documents, information and data to identify inconsistencies in procedures.
- Identify applicable dates and timeframes and associated Department documents, systems and relevant witnesses necessary to fully investigate the allegations.
- During monetary investigations coordinate activities with applicable internal and external financial personnel.
- Assign appropriate staff and provide leadership throughout investigative processes to ensure appropriate outcomes.
- Ensure key stakeholders are kept informed of the investigative process and outcomes, including the Office of Human Resources.
- Collaborate with department stakeholders to arrange the interview of key witnesses and persons of interest.
- Conduct interviews of witnesses and Department personnel.
- Work in collaboration with the Special Investigations Section to coordinate interviews with external witnesses/persons of interest when appropriate.
- Ensure all correspondence and reports are prepared in a professional, accurate and timely manner and include all applicable information related to the allegations.
- Produce evidence and information relevant to investigations maintaining chain of custody.
- Testify on Department's behalf regarding findings in any subsequent administrative hearing or court proceeding that may result from action taken by the Department regarding any employee(s) and/or other investigation.
- If criminal charges are to be filed, work with the Special Investigations Section and other key stakeholders in the pursuit of the criminal charges to ensure understanding of the fraudulent actions and the evidence gathered through the Department's investigation of the matter.
- Travel is required for investigations.

Duty 3

General Summary:**Percentage: 10**

Administer the Department's Special Plate Programs and vehicle registration program involving state, local, and federal law enforcement members participating in special investigations. Provide assistance and guidance related to the investigative driver's license program.

Individual tasks related to the duty:

- Coordinate activities with Michigan State Police regarding the issuance of titles, and vehicle registrations for state, local and federal law enforcement personnel conducting special investigations.
- Ensures registration plates issued under the Special Plate Program are issued in accordance with established guidelines and procedures.
- Ensures that plates issued under the Special Plate Program meet the qualifications for this program.
- Work with agencies that may make requests for any of the special plates, but it is found they do not meet the established qualifications.
- Monitor and advise applicable law enforcement agency of any record inquiries made on entries established as part of a special investigations request.
- Make recommendations for changes in processes that may be needed as the result of special requests that may be received.
- Collaborate with local, state, and federal law enforcement agencies on the issuance of vehicle credentials.
- Develop and prepare reports related to program status, effectiveness, and opportunities for improvement.
- Monitor budget/financial reports for procedural compliance.
- Develop and oversee a periodic audit process ensuring established procedures are being met.
- Conduct/assign compliance review staff to complete periodic audit of the program.
- Provide administrative oversight to the investigative driver's license program.

Duty 4**General Summary:****Percentage: 5**

Administer the Department's foreign language interpreter program.

Individual tasks related to the duty:

- Coordinate activities with Department stakeholders to ensure relative information on the program is current and appropriately shared.
- Ensures applications for all interpreters are accurate and reviewed in a timely manner.
- Ensure applicants meet established program guidelines for approval into the program.
- Respond to correspondence related to the program.
- Ensure detailed and accurate data on the program is maintained.
- Ensure technical guidance and support is available to staff as needed.
- Responsible for continual improvements of business processes.
- Review customer requests and develop work plans for the program to meet objectives.
- Work with agency management to develop work priorities, establish time schedules, and staff requirements to meet agency goals and organizational strategic direction.
- Conduct annual reviews of program participants to identify deficiencies in specific languages.
- Conduct thorough investigations regarding allegations of fraud on the part of interrupters.
- Conduct interviews of Department personnel related to program issues/allegations of fraud.
- Conduct reviews of surveillance video to substantiate allegations of fraud/abuse.

Duty 5**General Summary:****Percentage: 5**

Direct and coordinate the activities of professional staff and assist the Division in its overall objective to reduce and prevent fraud and ensure compliance in Department program areas.

Individual tasks related to the duty:

- Review assignments for accuracy, completeness, and professionalism. Discuss and provide feedback and coaching to personnel with staff.
- Prepare measurable and attainable performance objectives for all personnel within the section.
- Hold periodic section meetings to discuss pertinent operational topics and provide opportunity for group discussion.
- Hold periodic one-on-one staff meetings to discuss current projects and assignments and the employee's performance.
- Discuss and/or prepare periodic reports related to activities taking place in Section with an emphasis on those involving employee investigations.
- Recommend and approve staff training initiatives.
- Represent Division and Bureau at meetings.
- Participate in the selection of Section personnel.
- Ensure staff complies with laws, regulations, policies, procedures, and standards.
- Oversee timekeeping, travel expenses and other employee related items.
- Initiate disciplinary action when necessary.
- Monitor work output to ensure conformance with established objectives and priorities.
- Prepare presentations and correspondence on section related topics and present to stakeholders.
- Review progress toward meeting goals and objectives.
- Complete weekly, bi-weekly, monthly, and other periodic reports on Section productivity as requested.
- Determine need for corrective action and adjust deadlines as necessary to meet established goals and deadlines.
- Assist in identifying Division metrics and goals and development of strategic plans.
- Perform miscellaneous administration tasks needed to complete additional assigned duties.

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

Setting the criteria and determining which branch offices or department work areas will be reviewed each year and the priority of those reviews. Determine which findings and recommendations will appear in the final published branch review report. In conducting employee fraud investigations establishes the manner in which the various record and document searches are to be made and decides how this material is best outlined when the case report is published. Approve staff travel, leave and training requests. Determine means to implement goals and objectives to meet established Division metrics.

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 policies and procedures. Sensitive information regarding fraud occurring within the Department. Whether criminal prosecution should be sought as the result of an employee investigation. Major revisions of program areas and the establishment of new programs. Decisions that require legal and/or statutory interpretation or guidance. Decisions that have potential legal implications on 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.

Work is completed in a typical office environment with some travel, including overnight, to meetings, branch offices and hearings.

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 SPECIALIST-2 13		DEPARTMENTAL ANALYST-A 12
	DEPARTMENTAL ANALYST-E P11		DEPARTMENTAL ANALYST-E P11
	DEPARTMENTAL ANALYST-E P11		DEPARTMENTAL ANALYST-E P11
	DEPARTMENTAL TECHNICIAN-A		DEPARTMENTAL TECHNICIAN-A 10
	DEPARTMENTAL TECHNICIAN-E E9		

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. |

Y Approve leave requests.

Y Review work.

Y Approve time and attendance.

Y Provide guidance on work methods.

Y Orally reprimand.

Y 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 Section's mission is to conduct periodic audits of branch office operations to determine their adherence to prescribed policies and procedures related to Department program areas and the safeguarding of assets. The Division is responsible for conducting investigations of employees who are alleged to have fraudulently processed transactions, stolen funds or misused information obtained from Department records. The Division investigates allegations of fraud associated with any Department program areas. Division staff collaborates with various law enforcement agencies during investigations related to such crimes as identity theft and title fraud. This position is instrumental in maintaining and enhancing the audit structure for branch offices to prevent and detect the occurrence of fraud on the part of employees and customers. Adherence to state and federal guidelines within the MI-REP grant program is incumbent on staff reviewing and ensuring program criteria is met.

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:

- Ability to exercise considerable independent judgment.
- Knowledge of the principles of administrative management.
- Has a clear understanding of the laws, rules, policies and procedures under which the Department operates.
- Capable of analyzing and evaluating a variety of data for use in developing new processes or enhancing existing programs.
- Ability to organize, evaluate and present information effectively.
- Ability to instruct, direct, and evaluate employees.
- Possesses the ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.
- Ability to understand standard investigative techniques.
- Ability to understand standard interview protocols.
- Ability to provide testimony at criminal, civil and administrative hearings.

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.

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.

CJIS: Due to Criminal Justice requirements for individuals with access to Criminal Justice information or access to a physically secure location, 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; complete either the Security Awareness Training or Use and Dissemination (indirect access) Training within 6 months of employment or assignment; and recertify every 2 years.

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

3/18/2026

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