

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

Position Code

1. REGLAGTEC66R

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 Agent-E	10. Division Regulatory Monitoring Division
5. Working Title (What the agency calls the position) Regulation Agent	11. Section Lansing Inspections Section
6. Name and Position Code Description of Direct Supervisor MCCONNELL, STEVEN C; REGULATION MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor POWELL, TWANA; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Location Varies / Monday - Friday, 8 A.M. to 5 P.M.

14. General Summary of Function/Purpose of Position

This position is responsible for oversight and inspection of vehicle dealers, repair facilities and mechanics, and investigation of consumer complaints against these licensed entities. In addition to conducting inspections, the incumbent will assist in the prosecution of violations of the Michigan Vehicle Code, Motor Vehicle Service and Repair Act, and related rules and regulations in a systematic and legal manner. Inspections and investigations require regular travel and will include field visits to off-site locations and/or businesses. This position is expected to promote effective communication and cooperation within the Division and between other areas of the Department, state agencies, organizations, businesses, and the public.

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: 65

Oversee and inspect vehicle dealers, repair facilities and mechanics, and investigate consumer complaints against these licensed entities to ensure compliance with the Michigan Vehicle Code, the Motor Vehicle Service and Repair Act, administrative rules and other applicable laws.

Individual tasks related to the duty:

- Conduct on-site inspections.
- Conduct salvage vehicle inspections.
- Investigate Breath Alcohol Ignition Interlock Device (BAIID) complaints.
- Meet with representatives of the regulated entities to provide information regarding regulatory requirements in order to gain or maintain compliance with state laws or regulations.
- Review business records as appropriate.
- Investigate complaints relative to activities involving entities regulated by the Department.
- Mediate resolution of complaints between consumers, service providers, or other involved parties whenever possible.
- Determine violations of law and/or Departmental rules and regulations and issue applicable Notices of Noncompliance.
- Document findings resulting from inspections and complaint investigations.

Duty 2

General Summary:

Percentage: 15

Assist and respond to inquiries from law enforcement, the general public, businesses, other state agencies, departmental personnel and like agencies in other states.

Individual tasks related to the duty:

- Provide assistance as directed.
- Cooperate and assist with other agencies where departmental documents or records are involved.
- Represent the Department in administrative hearings or act as an expert witness in proceedings involving Department documents, records, and/or violations of applicable laws and regulations for civil matters.

Duty 3

General Summary:

Percentage: 10

Review and evaluate processes and existing and proposed policies and procedures to ensure inspections are conducted in the most efficient and effective manner and comply with the legal requirements.

Individual tasks related to the duty:

- Work with supervision on areas of training to assist Division in completing inspections in an appropriate manner while complying with the legal requirements.
- Review and comment on new laws and changes in Department procedures and regulations.
- Participate in meetings, conferences, seminars and training programs that assist in this effort.
- Review existing or proposed legislation, advising of possible impact on regulatory responsibilities of the Division.

Duty 4

General Summary:

Percentage: 10

Promote effective communication and cooperation within the Division and between other areas of the Department, state agencies, organizations, businesses, and the public.

Individual tasks related to the duty:

- Work with support staff to effectively oversee and inspect regulated entities and follow up on consumer complaints.
- Represent the Department in administrative hearings or act as an expert witness in proceedings involving Department documents, and/or violations of applicable laws and regulations.
- Cooperate and assist other areas of the Department, state agencies, organizations, businesses, and the public where appropriate.

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

Independent decisions without specific instructions are made daily. Decisions pertaining to the appropriate course of action in the course of conducting an inspection or complaint investigation.

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

Clarification of Departmental policies, guidelines, procedures, or assistance in unique or unusual cases.

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.

Travel in all weather conditions may be necessary. The job may require considerable travel by automobile. The job may require an employee to work in adversarial situations. The job duties may require an employee to bend, stoop, reach, stand, walk, climb stairs for extended periods. The job duties may require the ability to lift 25 pounds for evidence collection.

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):

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

Overseeing and inspecting vehicle dealers, repair facilities and mechanics, and investigating consumer complaints against these licensed entities. Assisting in the prosecution of violations of the Michigan Vehicle Code, Motor Vehicle Service and Repair Act, and related rules and regulations in a systematic and legal manner. Promoting effective communication and cooperation within the Division and between other areas of the Department, state agencies, organizations, businesses, and the public.

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 Regulatory Monitoring Division's core responsibility is to fulfill the Department's statutory authority related to the regulation of licensed vehicle dealers, repair facilities, and mechanics. This position is responsible for oversight and inspection, and investigation of consumer complaints against these regulated entities.

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 business administration, criminal justice, criminology, law enforcement, police administration, security and loss prevention, or a related field.

EXPERIENCE:

Regulation Agent 9 - No specific type or amount is required.

Regulation Agent 10 - One year of professional experience providing regulation and investigative services equivalent to a Regulation Agent 9.

Regulation Agent 11 - Two years of professional experience providing regulation and investigative services equivalent to a Regulation Agent, including one year equivalent to a Regulation Agent 10.

KNOWLEDGE, SKILLS, AND ABILITIES:

Basic knowledge of automotive repair techniques / automotive technology. Knowledge of laws, statutes, policies, and procedures related to the work. Knowledge of interviewing techniques. Knowledge of report writing methods and procedures. Ability to interview others, obtain information, and prepare detailed reports of findings. Ability to provide testimony in courts of law or administrative hearings. Ability to observe critically, and determine appropriate courses of action. Ability to conduct conferences to resolve disputes among parties. Ability to work as a member of a team. Ability to communicate effectively with others. Ability to maintain favorable public relations.

**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.

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

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