

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

Position Code 1. DPTLTCHE

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) Elections
4. Civil Service Position Code Description Departmental Technician-7-9E	10. Division ELECTION OPERATIONS SECTION
5. Working Title (What the agency calls the position) BUREAU OF ELECTIONS SUPPORT DESK AGENT	11. Section BUREAU OF ELECTIONS SUPPORT DESK
6. Name and Position Code Description of Direct Supervisor DONALD, YOLANDA P; DEPARTMENTAL SUPERVISOR-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor POTULA, PRATHYUSHA ; MANAGER-1	13. Work Location (City and Address)/Hours of Work Richard H. Austin Building, 430 W. Allegan St. Lansing MI 48918 / Monday - Friday, 8:00 AM - 5:00 PM

14. General Summary of Function/Purpose of Position

This departmental technician primarily serves as a help desk customer service representative, providing procedural information about campaign finance, disclosure, notarial acts and election law to candidates, committees, election administrators, notary providers and to the general public. This incumbent will be responsible for tier 1 support and triage for inbound calls and communication to the Bureau of Elections to either resolve or route to the appropriate advanced level support. The incumbent provides additional support for bureau wide project activities and initiatives. Incumbent coordinates the staff that provides coverage for the Bureau of Elections front desk that support in person appointments or customer questions.

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

Serve as Department of State call center customer service representative

Individual tasks related to the duty:

- Maintain commitment to excellent customer service.
- Receive calls to support election administrators, candidate and committees, notary and general public questions.
- Identify the problem and needs of the customer.
- Provide clear, concise, accurate technical information with tact and diplomacy.
- Interpret statutes, policies, and procedures and their impact.
- Research, review, analyze and resolve complex issues and transactions that cannot be processed due to legal interpretation, absent paperwork, system programs or human error.
- Initiate and provide follow-up for record corrections.
- Recommend remedial action to appropriate work unit.
- Expedite processing of sensitive transactions.
- Make discretionary assessments.
- Serve as process/information resource for branch office and other Department personnel.
- Authorize transaction processing on an exception basis.
- Advise customers of additional avenues for resolution of problematic transactions.
- Investigate complaints/concerns, determine need for further action, and initiate appropriate action.
- Conduct initial and follow-up interviews by telephone.
- Maintain broad up-to-date knowledge base of driver and vehicle transaction processes, policies and procedures. Review new policies, regulations and procedures and understand impact.
- Work with section analysts on exceptional requests/issues.
- Track customer issues and resolutions with customer relationship management (CRM) software.
- Alert supervisor/administration of potential public relations, politically sensitive or procedural issues.

Duty 2

General Summary:

Percentage: 40

Utilize various communications technologies to respond to written inquiries. Responsible for responding to or routing complex questions and fax requests, explaining procedures, and providing interpretation of all procedures and laws which impact Election Law, Notarial Acts and Campaign Finance Act.

Individual tasks related to the duty:

- Provide instructional materials to correspondents.
- Compose letters in reply to inquiries from citizens and courts.
- Monitor Bureau of Election shared mailboxes and other applications that receive customer communication.
- Identifies and provides procedural information on election law, notarial acts and campaign finance law.
- Provide clear and concise direction to resolve election law, notarial acts and campaign finance law questions.
- Determine necessary documentation required to resolve discrepancies

- Initiate and follow through with record corrections as necessary
- Identifies discrepancies, resolves problems, and expedites work processes based on a broad range of expertise regarding department workflows in order to track and locate documents.
- Forward special requests to the appropriate units (e.g., Election Administration, Operations, Filing, Disclosure and Compliance.)
- Record contact information in section's customer relationship management database
- Stay abreast of changing procedural requirements
- Notify supervisor of public's reaction to new legislation and/or department programs

Duty 3

General Summary:

Percentage: 10

Other duties assigned

Individual tasks related to the duty:

- Assist occasional walk-in customers.
- Conduct training and informational sessions.
- Employ multiple software technologies to consolidate data for management review.
- Assist project teams in defining business requirements.

Perform miscellaneous assignments assigned by supervision.

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

Considerable knowledge and independent judgment is used to identify, analyze, research and resolve customer service issues. Technicians determine if proposed actions comply with existing laws and policies. Deviations from standard procedures must not compromise the integrity of this office.

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

Finalizing programming and/or procedural changes, legislative analyses, federal correspondence, and letters written on behalf of the Bureau of Elections. Interpretation of Election Law, Campaign Finance Act or Notarial Acts.

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 environment is a general office setting. Prolonged sitting and repetitious keyboard movements are required. No strenuous physical demands.

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?

The essential duties of this position include disseminating information based upon a commanding knowledge of the Michigan Election Law, Campaign Finance Act and Notarial Acts.

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

Establishing new position based on work area needs.

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

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26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Experience working in a call center or help desk environment desired but not required.

Experience working with a Customer Relationship Management tool desired but not required.

Ability to work independently with a minimum of supervision.

Ability to analyze and make decisions based on work experience, departmental procedures, and policies.

Skilled at learning personal computers, software, departmental databases and their operations.

Ability to interact in a professional manner with customers using multiple technologies.

Ability to review data, determine trends, and isolate and present information in a clear and concise manner.

Ability to communicate effectively with diverse groups of people.

Knowledge of techniques to interview and gather information.

Ability to analyze data and make recommendations for change.

Ability to interpret statutes and legislative proposals and their ramifications to inform, update or advise departmental and outside personnel.

Ability to answer inquiries regarding functions, rules, regulations, policies and legislative proposals.

Ability to review and evaluate documents to determine if prescribed requirements or qualifications are met; certify as to the eligibility of persons or the acceptance of documents.

**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.

None.

I certify that the entries on these pages are accurate and complete.

DANIELLE STEWART

8/4/2023

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.

ALLISON JIMENEZ

Employee

Date

