

**State of Michigan
Civil Service Commission**

Position Code

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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Unemployment Insurance Agency
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Strategy and Planning
5. Working Title (What the agency calls the position) Change Management Office Section Manager	11. Section Change Management Office
6. Name and Position Code Description of Direct Supervisor DOTHAGE, IRDA K; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor GLEASON, BRETT D; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Detroit or Lansing / Monday-Friday 8:00AM-5:00PM

14. General Summary of Function/Purpose of Position This position provides the overall strategic direction for the Unemployment Insurance Agency's (UIA) Change Management Office. This section oversees the Transformation Team, which is responsible for grant management, process improvement projects, and other large-scale modernization projects for the agency, and the Procedures Unit, which produces forms, correspondence, field releases, and needed procedures. This position requires coordination of multiple staff within the department and across the organization, working on high profile, sensitive and confidential issues. This individual must have strong project management skills and be able to oversee and participate in multiple projects and initiatives, while prioritizing critical and time sensitive projects.

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: 40

Work with the leadership team to identify, plan and execute key projects and initiatives that are crucial for the UIA's success.

Individual tasks related to the duty:

- Plan and manage projects of strategic importance to the director and executive staff, including grant management and MiUI implementation.
- Manage and coordinate a variety of special projects and administrative activities involved in planning, analysis, and the development of programs and services.
- Work across departments and programs to identify opportunities, implement solutions and create systems to improve end-to-end program quality.
- Establish and evaluate attainment of department goals and objectives that affect all divisions and operations and are linked to the director and executive staff goals and initiatives, coordinate projects and assignments with other departments.
- Work extensively with staff in organizing, coordinating, and reviewing work and assuring that assignments are being completed.
- Direct and lead professional, technical and administrative staff, assign programs and projects, coach and develop staff; ensure staff is accountable for producing high quality work while ensuring quality assurance processes and quality control systems are in place.
- Identify areas of risk or opportunity within the team and escalate to leadership.
- Guide decision making on action items to ensure they are executed with a sense of urgency.
- Assist in the establishment of goals and objectives for programs and initiatives.

Duty 2

General Summary:

Percentage: 40

Manage the work of staff responsible for work in the Change Management Office.

Individual tasks related to the duty:

- Plan, organize, direct, and control the work of activities of staff in the Change Management Office Section: The Transformation Team and the Procedures Unit.
- Coordinate and oversee the processing of unit actions, including reviewing work of subordinates on special projects and projects of complex nature.
- Guide and oversee development of process improvement projects, policy and procedure development and other tasks related to the work of the staff within the Change Management Office Section.
- Monitor and coordinate workflow, set priorities, and manage the work.
- Set and evaluate staff performance standards. Encourage employees in attainment of employee development goals. Counsel and discipline staff as required.
- Ensure staff receives assistance and direction to respond to complex assignments.

Duty 3 Formulates current and long-range strategic goals and objectives.

General Summary:

Percentage: 10

Maintain favorable public perceptions of the agency by creating positive public awareness, understanding and support for UIA plans and initiatives, and effectively managing the organization's reputation.

Individual tasks related to the duty:

- Plan and develop strategies, programs, work plans, policies, and processes to strengthen the agency's reputation and political impact.
- Build and maintain collaborative relationships with government officials, government staff and community stakeholders; navigate complex issues and find common ground with multiple constituencies with differing, and often opposing, perspectives.
- Make presentations and work with executive staff members to prepare them for their presentations to ensure that messaging is consistent and aligned with agency goals and outcomes.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Respond to complex internal and external requests for information.
- Prepare monthly activity reports as needed.
- Make recommendations for improving the efficiency of the section.
- Other duties as assigned by administrator.

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

- Establishing one's own work priorities
- Adjusting one's own work schedule according to priorities and needs
- Collaborating with UIA divisions and business areas, sponsors, and employees to determine the nature and level of division engagement with agency business areas – business area needs, possible courses of action, planning and service delivery, and to guide and direct their implementation of the related activities
- Those which do not have department wide or budgetary impact

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

Initiating program changes that would result in a UIA or division policy change, or which have a budgetary impact.

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.

Typical office environment. Minimal travel may be required. Requires physical ability to lift and move equipment and materials (up to 50 lbs.), ability to stand for extended periods (especially during workshop sessions), and occasional twisting, bending, and stooping. Requires sitting at a desk for extended periods of time while performing office-based work, with or without computer activity. Work is performed primarily in a climate-controlled office.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
DENISON, VICTORIA	DEPARTMENTAL SPECIALIST-2 13	LAUER, AUSTIN	DEPARTMENTAL ANALYST-A 12
HURTADO, KARLA C	DEPARTMENTAL ANALYST-A 12	HUNTER WASHINGTON GARDNER JACKSON BINON BOONE	UIA ANALYSTS
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?

This position provides the overall strategic direction for the Unemployment Insurance Agency's (UIA) Change Management Office. This section oversees the Transformation Team, which is responsible for grant management, process improvement projects, and other large-scale modernization projects for the agency. This position requires coordination of multiple staff within the department and across the organization, working on high profile, sensitive and confidential issues. This individual must have strong project management skills and be able to oversee and participate in multiple projects and initiatives, while prioritizing critical and time sensitive projects.

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

AA requesting minor updates. It has been two years since PD was been updated

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

- Demonstrated problem solving skills
- Ability to plan out and execute a task or project
- Ability to research and find existing solutions to a problem, and the ability to identify tools or software needed for a solution
- Strong attention to detail
- A deep understanding of time management, prioritization, and focusing on what is most important
- Strong experience working with others in a dynamic environment.
- A background in communications, policy or supporting government programs and initiatives
- A proven track record in a role responsible for executing on special projects

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:

Considerable knowledge of the principles and techniques of administrative management, including organization, planning, staffing, training, budgeting, and reporting.

Considerable knowledge of program planning, development, and evaluation methods.

Considerable knowledge of fiscal planning and management.

Some knowledge of staffing requirements and training necessary for the accomplishment of agency goals.

Some knowledge of labor relations, fair employment practices, and equal employment opportunity.

Some knowledge of state and federal legislative processes.

Some knowledge of state government organization and functions.

Some knowledge of federal, state, and local relationships as these impact on the operation of a major state department.

Ability to analyze and appraise facts and precedents in making administrative decisions to get to the source of a problem and to probe and obtain critical facts from varied sources.

Ability to recommend policies, procedures, and problem resolutions, based on evidence and knowledge of the administrator's, board's, or commission's viewpoint.

Ability to plan, develop, and evaluate programs.

Ability to motivate and lead others in the accomplishment of a task.

Ability to present ideas effectively at a level of style, grammar, organization and technical construction expected at a management level.

Ability to establish and maintain effective relationships, under varied conditions, with government officials, private industry leaders, professional personnel, and a variety of people at all management levels.

Ability and willingness to delegate assignments, authority, and responsibility, to determine where a task can most appropriately be accomplished, and to establish management controls for follow-up.

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.

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