Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy. The official position description for this position is available from the HR office for the agency.

Position Code: DEPTMGR3J17N

Civil Service Class and Level: DEPARTMENTAL MANAGER-3

Working Title (What the agency calls the position): Public, Election, & Technology Request Manager

Name and Position Code Description of Direct Supervisor: TAMBE, NEIL G; STATE DIVISION ADMINISTRATOR

Department/Agency: DEPARTMENT OF STATE

Work Area: Elections Operations

Work Location/Hours of Work: 430 W. Allegan Street, Lansing, MI 48933 / Monday-Friday 8:00 a.m. - 5:00 p.m.

General Summary of Function/Purpose of Position: This position serves as the manager of the Public, Election, and Technology Request Section within the Elections Operations Division. This complex section provides support for processes that impact the public and internal Bureau of Election (BOE) operations. This position provides second level manager support of the Bureau of Elections Support desk. This manager also provides oversight, guidance and direction for website, metrics & data, reimbursement, drop box, prepaid postage permits, employee onboarding/offboarding, and technology requests. Incumbent will analyze, address and determine solutions for complex issues resulting from customer interaction or section application performance and requirements. Incumbent will ensure application and section procedures are created and address new, updated or sunsetted regulations and/or legislation.

Assigned duties and tasks for each duty.

Duty 1 **Percentage: 25**

Management and supervision of staff supporting election administrator operations.

- Ensure Elections Operations staff assigned to election administrator operations process reimbursements from clerks, drop box, postage permit, grant, and print requests.
- Ensure Elections Operations staff assigned to clerical processes complete duties in a timely and professional manner (e.g., mail processing, mailing notices, follow-up on notices and correspondence, email box management)
- Ensure Elections Operations staff educate requestors on reimbursements, order, and grant requirements.
- Optimize grant administration process by developing forms, policies, processes, and procedures while establishing a standardized grant monitoring methodology.
- Create and maintain compliance records relative to third party requirements and report status to the director.
- Serve as liaison with USPS for permit establishment and management
- Serve as BOE program manager for mailing and printing related vendors for Bureau of Elections.
- Serve as BOE business lead for projects related to grants and reimbursements.
- Develop key performance metrics for election administrator requests.
- Resolve or escalate operating problems and technical matters as appropriate.
- Oversee talent related items, identify roles/skills needed, work with OHR, and review performance evaluations.

Duty 2 **Percentage: 25**

Management and supervision of staff supporting technology and internal employee support requests. Analysis and remediation of staff issues.

- Monitor and oversee staff that manage content design of Michigan.gov/Elections, Bureau's internal SharePoint site, and work with the Department of Technology, Management, and Budget to update Michigan.gov/Vote.
- Develop an ongoing web evaluation and update plan for use of Bureau of Elections staff.
- Review, track, and analyze data to identify anomalies and trends.
- Oversee onboarding and offboarding of Elections Operations staff, the Technology & Security Liaison, and the Bureau's authorized requestor.
- Resolve or escalate operating problems and technical matters as appropriate.
- Oversee talent related items, identify roles/skills needed, work with OHR, and review performance evaluations.

Duty 3 **Percentage: 25**

Management and supervision of all staff supporting internal and external reporting and/or metrics requests. Analysis and remediation of staff issues.

- Manage staff that creates, runs, maintains, and generates all reports for data produced from Bureau of Elections applications.
- Define and publish Key Performance Indicators for Bureau of Elections
- Ensure reporting is established for all applications within the Bureau of Elections.
- Report necessary data points and key performance metrics to Elections Operations Division Director.
- Coordinates with metrics staff to provide recommendations for application and process improvements to the Elections Operations Division Director.
- Resolve or escalate operating problems and technical matters as appropriate.
- Oversee talent related items, identify roles/skills needed, work with OHR, and review performance evaluations.

Duty 4 **Percentage: 20**

Management and supervision of the Bureau of Elections Help Desk staff. Analysis and remediation of staff issues.

- Provide second-level supervision and support the Bureau of Elections Support Desk.
- Resolve or escalate operating problems and technical matters as appropriate.
- Oversee talent related items, identify roles/skills needed, work with OHR, and review performance evaluations.
- Analyze and direct Support Desk support for the Bureau areas.
- Coordinate with the Support Desk supervisor and Elections Operations Director for section process improvements and support desk standards for customer service and user administration for BOE software applications.
- Coordinate with the Support Desk supervisor and Elections Operations Director for section process improvements and support desk standards related to the CXOne phone system or other customer service applications utilized by the Bureau of Elections.

Duty 5 **Percentage: 5**

Other duties as assigned.

- Other duties as assigned to complete the work.
- Special projects assigned.

Types of decisions made independently and whom or what those decisions affect: Management of subordinate staff which includes training, performance management, job assignments, and work schedules
Assisting staff in determining answers to external questions
Assisting staff in determining vendor Service Level Agreements and recommendations to Bureau of Elections leadership
Recommend new workflows based on directed and managed staff recommendations

Types of decisions that require the supervisor's review: Policy changes
Matters that have department-wide implications
Press-related questions
Technical or vendor purchases
Program direction
Disciplinary action that may result in termination

Physical effort used to perform this job and environmental conditions of this position: Work is performed in a typical office environment. Sitting/standing at a desk working on a computer for periods of time. Some travel is required to attend meetings or visit off-site locations. Some light lifting may be required.

Names and classes and levels of employees whom this position immediately supervises:

KENNEDY, MATTHEW W	DEPARTMENTAL ANALYST-E P11
DONALD, YOLANDA P	DEPARTMENTAL SUPERVISOR-2 11
VELASQUEZ, PAMELA S	DEPARTMENTAL TECHNICIAN-E E9
PASSEGGIATA, CHRISTINA	GENERAL OFFICE ASSISTANT-E E7
LOYUK, AMONEE	GENERAL OFFICE ASSISTANT-E E7
VACANT	WORD PROCESSING ASSISTANT-A

Essential functions of this position: This position serves as the manager of the Public, Election, and Technology Request Section within the Elections Operations Division. This complex section provides support for processes that impact the public and internal Bureau of Election (BOE) operations. This position provides second level manager support of the Bureau of Elections Support desk. This manager also provides oversight, guidance and direction for website, metric & data, reimbursement, drop box, prepaid postage permits, employee onboarding/offboarding, and technology requests. Incumbent will analyze, address and determine solutions for complex issues resulting from customer interaction or section application performance and requirements. Incumbent will ensure application and section procedures are created and address new, updated or sunsetted regulations and/or legislation.

Function of the work area: The Elections Operations Division provides oversight on a range of operational and data functions for the Bureau of Elections. The Division is responsible for networking, coordinating, communicating, quality, management, and monitoring key data functions for the Bureau. The Public, Election, & Technology Request Section streamlines legislative requests ensuring timely response to complaints and delivery of requested output within legislative and security deadlines. This position oversees that work.

Education, experience, and credentials typically needed to perform the position's essential functions [Equivalent combinations of education and experience can also be evaluated on an individual basis for applications providing sufficiently detailed descriptions of the other experience.]:

EDUCATION:
Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Manager 13 - 15
Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge of training and supervisory techniques
- Ability to instruct, direct, and evaluate employees
- Ability to communicate effectively
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures
- Ability to establish programs or service procedures, policies, or guidelines and relate them to objectives

CERTIFICATES, LICENSES, REGISTRATIONS:
None