

## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> DEPARTMENT OF STATE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Quality and Customer Experience (BQCX)
<b>4. Civil Service Position Code Description</b> STATE ADMINISTRATIVE MANAGER-1	<b>10. Division</b> Customer Information Division
<b>5. Working Title (What the agency calls the position)</b> Department of State Information Center Manager	<b>11. Section</b> Department of State Information Center (DSIC)
<b>6. Name and Position Code Description of Direct Supervisor</b> LOVELL, RISA M; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BELTON, MICHELLENA R; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 7064 Crowner Drive, Lansing, MI 48918 / Monday – Friday 8:00a – 5:00p and as needed
<b>14. General Summary of Function/Purpose of Position</b>	
<p>This position serves as the overall day to day manager of the Department of State Information Center (DSIC) Section. The position is responsible for staffing the section and ensuring that performance standards are met or exceed expectations. The primary objective is creating a culture of customer satisfaction through articulating and reporting data, leading the call center and being a backup to the State Division Administrator.</p> <p>The Department of State Information Center section includes 4 units:</p> <ul style="list-style-type: none"> <li>-Tier 1 and appointment team are a public facing call center.</li> <li>-Tier 2 is a second level line of public support for complex inquiries usually involving driver license issues.</li> <li>-Quality Assurance Unit evaluates phone calls and emails for all DSIC units ensuring quality/service standards are met.</li> <li>-Field Support Technology Unit supports branch offices with technology solutions, testing, and support.</li> </ul> <p>DSIC handles approximately 15,000 calls per week and improves the customer and employee experience by providing accurate information in a timely manner. Also provides feedback from callers to the corresponding areas of the department and outlying agencies.</p>	

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**

Manage the customer call center and the InContact system.

**Individual tasks related to the duty:**

- Determine staffing levels and roles necessary to ensure effective operation of the center.
  - Determine hours of operation.
  - Develop service center policies and procedures.
  - Establish call quality evaluation and coaching system.
  - Establish reward and recognition program for staff.
  - Assist in determining escalated case management process flow.
  - Develop service center metrics.
  - Create and maintain the Department of State Information Center (DSIC) business plan and goals.
  - Develop and maintain customer complaint resolution process.
  - Oversee and review training programs for staff to ensure excellent customer service is provided.
  - Develop and implement communication and outreach programs.
  - Serves as backup and represents the Division Director.
  - Lead role on projects for the Division and participates in MDOS initiatives.
  - Assist in resolving problems and issues related to the operation of the division.
  - Communicates CID directives to staff and other affected parties, orally and in writing.
  - Designs and implements methods for program review, evaluation, and cost analysis.
  - Acts as a liaison with other agencies, organizations, and employees to coordinate departmental programs.
  - Labor relation duties as assigned.
  - Oversees Temporary Contract agents and ensure Department needs are met.
- Track the following metrics and provide reports and recommendations to management:
- Call types
  - Calls handled
  - Average handle time
  - Abandon rate
  - Average wait time
  - Transfers

Lead and Support staff in the following tasks:

- Customer Service Appreciation Activities.
- Report Customer Service Stories for Intranet.
- Engage in Leadership Training.
- Further develop CID training and procedures.
- Provide staff with talking points.
- Provide MDOS areas with top calls and customer feedback.
- Provide Branch staff with accurate and timely procedural and technical support.
- Continue to support & participate in MDOS initiatives.

**Duty 2**

**General Summary:**

**Percentage: 30**

Manage the customer and employee experience.

**Individual tasks related to the duty:**

- Serves as coach and mentor to section staff.
- Demonstrate high standards of trust, honesty, openness, and respect for the diversity of individuals.
- Participate in promoting a work environment that encourages good employee morale, teamwork, integrity, and accountability.
- Coordinate office activities and job assignments.
- Monitor employee performance and provide feedback at least once a quarter.
- Conduct regular staff meetings with direct reports.
- Reflect positive attitude to change; guide staff in adjusting to new work structures, processes, requirements, and cultures.
- Identify, recommend, and follow up with staff on development and training opportunities that strengthen individual and organization effectiveness.
- Continuously review and improve processes related to efficient and effective delivery of services.
- Participate in associations, user groups, etc. to keep in sync with the latest best practices.
- Facilities collection of contact center business user requirements.
- Provides counseling and discipline in compliance with management direction and Civil Service rules.
- Ensure employee, customer, and stakeholder satisfaction.
- Responsible for the following:
  - Reduce abandoned rate
  - Decrease average wait time

•Provide excellent customer service

### Duty 3

**General Summary:**

**Percentage: 20**

Serves as member of Customer Information Division (CID) team

#### Individual tasks related to the duty:

- Meets regularly with other areas of MDOS, particularly Communications team to ensure consistency in messaging Department wide.
- Develops policies and procedures consistent with Department's strategic direction.
- Works with the Administration team to develop intermediate and long-range plans and programs.
- Provides input on how the Department of State Information Center section can best meet the needs of the Department.
- Assist in preparing new and revised/updated position descriptions, as needed.
- Prepare required paperwork to obtain approvals to start selections process.
- Monitor the section's selections process from application to hiring.
- Serves as DSIC section resource for human resource questions.
- Receives, reviews, and analyzes FOIA requests that come to DSIC section and exercises discretion and judgment in the application of laws, regulations, and agency practices related to FOIA.
- Reviews contract management report annually for CID applications.
- Contract manager for DSIC applications.
- Reviews DSIC SOC II reports and ensures Internal Security Compliance.
- Ensures compliance with contract specifications, terms, deliverables, etc.

### Duty 4

**General Summary:**

**Percentage: 5**

Other miscellaneous duties as assigned by the Administration

#### Individual tasks related to the duty:

- Performs research and prepares reports as directed.
- Works with Administration Director and other BQCX staff to complete assignments as directed.
- Represents BQCX at meetings with Department staff, vendors, and staff of other agencies or constituencies.
- Resolves Executive Office referrals as assigned.
- Other duties as assigned.

### Duty 5

**General Summary:**

**Percentage: 5**

Administrative duties not limited to but including project facilitation and legislative implementation.

#### Individual tasks related to the duty:

- Communicate law changes to staff and the public using approved talking points.

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

Decisions regarding selection and assignment of staff. Approval of leave and time and attendance. Determining the efficiency of section policies and procedures. Decisions regarding proper course of action based on laws and department policies and procedures. Decision affects Department of State Information Center staff, Bureau of Branch Office Services branch office staff, staff in other departmental units, vendors, and government agencies.

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

Policy proposals that establish or change departmental policy. Decisions establishing an Administration or Department stance on legislative proposals.

**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. Sitting/standing at a desk working on a computer. Walking, bending, stooping, lifting, and other minor physical activity is involved. Some stress may be experienced due to the work.

**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 ANALYST-E P11		DEPARTMENTAL MANAGER-3 14
	DEPARTMENTAL SUPERVISOR-2 11		DEPARTMENTAL SUPERVISOR-3 12
	DEPARTMENTAL SUPERVISOR-3 12		DEPARTMENTAL SUPERVISOR-3 12
	DEPARTMENTAL TECHNICIAN-A 10		

**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.                     |
| <input checked="" type="checkbox"/> Approve leave requests.            | <input checked="" type="checkbox"/> Review work.                      |
| <input checked="" type="checkbox"/> Approve time and attendance.       | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input checked="" type="checkbox"/> Orally reprimand.                  | <input checked="" 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?**

Oversee the daily operations of the supervisors, manager, staff and temporary agents. This includes Tier 1, Tier 2, Quality Assurance Unit, and Field Support Technical Unit.

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

Updated to reflect the current duties and responsibilities of the position. Specifically, duty 2 has changed slightly. "Guides staff in adjusting to new work structures, processes, requirements, and assignments" has been removed and the following duties that have been added:

- Negotiates vendor contracts.
- Monitors budget requirements and constraints.
- Represents the contact center and/or the administration on project teams.
- Facilitates collection of contact center business user requirements.
- Always promotes customer service agenda.
- Monitors and maintains customer service levels.

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

The Department of State Information Center is responsible for providing driver, vehicle, business licensing, and procedural information to Secretary of State branch offices, to the law enforcement community, and to the public. This position serves as a manger to the highly visible staff.

**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:**

**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:**

- Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.
- Knowledge of training and supervisory techniques.
- Knowledge of labor relations.
- Knowledge of employee policies and procedures.
- Ability to instruct, direct, and evaluate employees.
- Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.
- Ability to organize, evaluate, and present information effectively.
- Ability to interpret laws, rules, and regulations relative to the work.
- Ability to maintain favorable public relations.
- Ability to organize and coordinate the work of others.
- Thorough knowledge of call center operations.
- Thorough knowledge of call monitoring/quality applications and coaching techniques.
- Ability to work in a fast-paced environment.
- Excellent written and verbal communication skills.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

None

***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.***