

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DEPTMGR3A96N

Civil Service Class and Level: DEPARTMENTAL MANAGER-3

Working Title (What the agency calls the position): Departmental Manager 14

Name and Position Code Description of Direct Supervisor: DOWKER, NICHOLAS M; DEPARTMENTAL MANAGER-4

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): Information and Technology Bureau

Division: Criminal Justice Information Center

Section: Crime and Crash Reporting

Unit: Michigan Incident Crime Reporting

Work Location (City and Address)/Hours of Work: 7150 Harris Drive, Dimondale, MI / Monday - Friday, 8 a.m. - 5 p.m.

General Summary of Function/Purpose of Position: Administer and direct the activities of the Michigan Incident Crime Reporting (MICR) Unit, which has responsibility for the Uniform Crime Reporting (UCR) and the MICR Programs. The unit's goal is to accurately obtain, accept, consolidate, and report crime information from approximately 600 law enforcement agencies in Michigan. Federal and state statutory requirements and policies must be followed. The data must pass through rigid quality control standards. It is forwarded to the Federal Bureau of Investigation (FBI) for inclusion in national crime reporting. These data are used in a wide variety of high impact and highly sensitive ways. Participation on various committees is required as they either impact this statewide program or develop policy based on the crime data compiled by this section. Serves as the principal agency advisor on UCR matters.

Assigned duties and tasks for each duty.

Duty 1: Oversee System Operations.

- Monitor local agencies for reporting compliance, including completeness, timeliness, and accuracy to ensure data gets applied to the appropriate state and federal database systems.
- Act as the business sponsor of the MICR program to provide guidance and expertise. Participate in meetings, conferences, and training sessions to inform contributors of the requirements and their options for reporting with the system. Work with the Department of Technology, Management and Budget (DTMB) to correct system problems. Assist with testing the programs to ensure they are working as expected and to assist with quality assurance and quality control. Manage the development of system enhancements and the deployment of new features to the system.
- Monitor data submitted by Michigan State Police's (MSPs) incident crime data from the electronic Automated Incident Capture System (eAICS) and from the MSPs Statewide Records Management System (SRMS).
- Work with assigned analysts and DTMB programmers to trouble shoot and resolve problems with the program.
- Ensure the state is compliant with FBI requirements through the development of tracking and audit reports developed by MSP and the FBI for quality assurance.
- Oversee the testing of law enforcement agencies' switching records management systems to ensure compliance.
- Oversee the input and processing of data for incident, domestic violence, hate crime, officer counts, and law enforcement officers killed and assaulted.
- Approve dissemination of the data to the analyst responsible for compilation and publication of the annual crime statistics.
- Monitor the development of the state's record management system project(s) as it affects the state's crime reporting systems.

Duty 2: Supervise the Unit.

- Hire, train personnel and organize the Unit as needed.
- Support diversity and inclusion according to MSP's Strategic Plan.
- Monitor workflow set priorities and make work assignments.
- Monitor employee work performance provide guidance and take disciplinary action as necessary.
- Set unit operating policies/procedures and ensure documentation is in place and being followed.
- Foster employee participation when searching for solutions to problems.
- Authorize annual and sick leave requests
- Certify time and attendance reporting as needed.
- Develop and present the Unit's yearly budget; monitor the budget as approved by division.
- Approve purchases, credit card charges, and invoices for the Unit.
- Conduct staff meetings; inform employees of changes in operations or policies and other workplace items.

Duty 3: Plan, organize, and direct all elements of the state's UCR program.

- Establish a unit vision and mission; set goals and objectives; continually strive to improve the unit's services.
- Must be familiar with all state and federal statutes, policies, regulations, guidelines, etc. governing the reporting and dissemination of crime data.
- Develop and prioritize new initiatives for enhancing program functionality.
- Maintain records, prepare reports, compose correspondence and perform other routine tasks associated with the position.
- Create marketing strategies for expanding reporting by illustrating the benefits of participation in the MICR program.
- Provide analyses for division director and for MSP Leadership Team and Public Relations offices on how new initiatives, laws, etc. will impact the program.
- Work with division personnel, MSP Leadership Team and Public Relations offices to coordinate media releases related to yearly crime statistics.
- Participate and act as a resource to other state UCR program managers and the FBI through membership on the Association of Uniform Crime Reporting Program (ASUCRP) through an annual voting of changes affecting the FBI's national UCR program.

Duty 4: Provide excellent customer service.

- Identify contributing agencies' training needs and develop training programs and other materials as necessary.
- Identify problems in reporting and research ways to make reporting easier for contributors.
- Involve customers in system enhancements and brainstorming to acquire suggestions and knowledge on how to make the system better and more useful to the clientele served.
- Create means whereby customer's problems and questions can be answered and addressed in a timely manner.
- Develop newsletters, policy documents, and other written information on the system.
- Maintain a list serve to disseminate information to law enforcement agencies reporting crash and crime data to MSP.
- Initiate and coordinate the FBI's training and quality assurance reviews for Michigan's law enforcement agencies as required or as needed.
- Provide handbooks, specifications, and other documents to new vendors writing incident crime reporting programs for law enforcement agencies in Michigan.

Duty 5: Maintain liaison with state, federal and other organizations that have an interest in crime statistics.

- Identify project needs; determine and develop options and alternative strategies for reporting crime to the state and federal levels; write necessary paperwork for project authorization by the department.
 - Conduct vendor meetings to inform vendors and law enforcement agencies of the requirements and their options for their state reporting programs.
 - Work with DTMB Agency Services that maintain the MICR computer programs. Inform them of problems and oversee testing by programmers and staff analysts to ensure programs are working as expected.
 - Attend and participate on committees and provide information on the program to various groups interested in uniform crime reporting; represent the program and explain crime statistics to various groups using the statistics in their policy formulation.
 - Help improve reporting of bias crimes at national level through information dissemination and changes to the UCR program.
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- Assist law enforcement subcommittee members in conducting training presentations for law enforcement personnel.
 - Monitor legislative bills to determine changes in bias laws affecting crime reporting to the UCR program.

Types of decisions made independently and whom or what those decisions affect: Decisions made independently include oversight of program priorities, staff tasks, and general management of the program; determining when liaison with other agencies is necessary to coordinate program activities; planning with vendors and local agencies to resolve priority submission issues; and resolving issues impeding implementation of the program.

Types of decisions that require the supervisor's review: The decisions that require supervisor's review involve changes in major program scope or expenditure of funds or those that have statewide impact.

Physical effort used to perform this job and environmental conditions of this position: Typical office environment – computer work, communicating with persons on the telephone and in person, attending and conducting meetings. Some travel is required.

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

ETZLER, MADELINE N	DEPARTMENTAL SPECIALIST-2 13
VACANT	DEPARTMENTAL SPECIALIST-2
RICHARDS, NATALIE A	DEPARTMENTAL ANALYST-E 9
VACANT	DEPARTMENTAL ANALYST-E
VACANT	DEPARTMENTAL ANALYST-E
VACANT	DEPARTMENTAL ANALYST-E
VACANT	DEPARTMENTAL TECHNICIAN-E
WAWOE, ALICIA	HUMAN RESOURCES DEVELOPER-E P11
VACANT	STUDENT ASSISTANT-E

The essential functions of this position: To manage the MICR Program, consisting of receiving, editing, checking, compiling and disseminating crime data from all law enforcement agencies in Michigan.

The function of the position's work area and how it fits into that function: The Criminal Justice Information Center is responsible for collecting data from all law enforcement agencies, prosecutors, courts, and others to create a number of information databases. In addition, it is responsible for coordinating the efficient and effective access of this information to the criminal justice community. This position will work statewide in assisting local agencies and others in implementing and using the program.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

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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 criminal justice systems preferred.

Knowledge of information technology preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

Selective Position Requirement: The employee occupying this position must have a demonstrated absence of a criminal history record in Michigan or in any other state.