

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

<b>Position Code</b> 1. DEPSPL2B13N
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## 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> DOC-CORRECTN CENTRAL OFFICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Operations Support Administration
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL SPECIALIST-2	<b>10. Division</b> Office of Legal Affairs
<b>5. Working Title (What the agency calls the position)</b> Grievance Specialist	<b>11. Section</b> Grievance and Appeals
<b>6. Name and Position Code Description of Direct Supervisor</b> ; STATE ADMINISTRATIVE MANAGER-1 15	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; STATE OFFICE ADMINISTRATOR 17	<b>13. Work Location (City and Address)/Hours of Work</b> 206 E MICHIGAN AVE; LANSING, MI 48933-1431 / Monday - Friday, 8:00am - 5:00pm

**14. General Summary of Function/Purpose of Position**

The Incumbent serves as a subject matter expert in the area of prisoner/parolee grievance policy and procedure and Department policy and procedure in general. The incumbent primary work is to respond to Step III prisoner/parolee grievances on behalf of the Director. Essential to responding to Step III appeals is the thorough analysis of Step I and Step II grievance responses to assure compliance with policy and procedure, State statute and Administrative Rules of the Department. The incumbent supplies a written Step III response that supports or corrects the decisions made at Steps I and II and presents a final disposition as the Step III response. Frequent contact with field grievance coordinators, and occasionally the Warden's office, is essential. Additional responsibilities include training of grievance coordinators and providing input to ongoing grievance policy and procedure development based on practical experienced gained in the position. Specific coverage areas are as follows:

CFA Correctional Facilities: Ionia, Macomb, Central Michigan, Mound, Parnall, Detroit Reentry Center, Saginaw, Special Alternative Incarceration Facility, St. Louis, Thumb and Woodland Center.

FOA/OPPS Metropolitan Territory: Central Area Outer District Parole Office, Lawton Are/ Detroit Metro District Parole, Northeastern Area/ Mt. Clemens Parole Office, Western Area/ Lincoln Park Parole Office.

FOA/OPPS Outstate Territory: Grand Rapids Area/ Branch County Parole Office, Kalamazoo Area/ Kalamazoo Parole Office, Muskegon Area/ Outstate Region.

**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: 85**

Review Prisoner/Parolee grievances appealed to Step III.

**Individual tasks related to the duty:**

- Review the Step III appeal to determine the issue grieved.
- Analyze the information provided with the grievance and seeks any necessary information not provided.
- Review the Step I and II responses and determines the accuracy of the information with respect to applicable policy and procedure.
- Provide a clear and concise written response to the Step II appeal, applying a thorough understanding of Department policies and procedures.

**Duty 2**

**General Summary:**

**Percentage: 5**

Respond to telephone and written inquiries for information regarding prisoner/parolee grievances from prisoners, relatives of prisoners/parolees, grievance coordinators, Wardens, MDOC staff, and other state departments including the Office of the Legislative Ombudsman.

**Individual tasks related to the duty:**

- Analyze complaints and review grievance responses at any or all levels.
- Access electronic databases and hard copy files for stored grievance information as needed.
- Maintain and exhibit good oral and written communication skills.
- Maintain knowledge of MDOC policies and procedures.
- Maintain professionalism in communicating with difficult or hostile individuals seeking information.

**Duty 3**

**General Summary:**

**Percentage: 5**

Under the direction of the Manager, Grievance and Appeals Section, trains facility grievance coordinators and staff who respond to Step I and II grievances.

**Individual tasks related to the duty:**

- Develop training modules.
- Plan and conduct training sessions for facility and field staff.
- Provide real-time responses to grievance coordinators with respect to the grievance policy or procedure.

**Duty 4**

**General Summary:**

**Percentage: 5**

Perform other duties as assigned including but not limited to those listed below.

**Individual tasks related to the duty:**

- Serve as backup for processing Administrative Board requests from prisoners.
- Attend unit meetings.
- Provide productivity statistical reports as requested.
- Meet established target production and established deadlines.
- Work responsibly and cooperatively with peers, supervisors, and support staff in order to accomplish work effectively.

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

- Decisions related to the application of Department policy and procedure to individual grievances at all Steps.
- Decisions regarding recommended reimbursement on Administrative Board claims.
- Decisions related to the appropriate scope of the inquiry necessary to examine thoroughly each Step III appeal.
- Decisions to grant or deny a Step III grievance based on the information obtained and in accordance with policy, procedure and rule.
- Decisions regarding the proper coding of a grievance.

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

Decisions on matters not clearly defined in policy, procedure, and Director's Operating Memoranda; or that appear inconsistent with the general practice of the Department.

**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.**

This is primarily a desk job involving the use of a computer and references materials to accomplish review, research, and written response. Occasionally historical files adjacent to the immediate work area may need to be accessed. The job may involve infrequent visits to one or more facilities to provide training.

**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?**

- Reviewing appeals of Step I and II grievances to Step III.
- Analyzing previous responses for accuracy and appropriateness.
- Writing Step III responses correcting or upholding previous decisions as appropriate.
- Answering questions of field staff, prisoners, family members and others with respect to specific decisions.
- Occasional involvement in policy/procedure development and field training.

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

None.

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

The primary function of the work area is to respond to prisoner/parolee Step III grievances on behalf of the Director of the Department. This position is one of many that perform the primary work of the Grievance and Appeals Section.

**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:**

**Departmental Specialist 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:**

- Thorough knowledge of Department policies, procedures, Director's Operating Memoranda, and Administrative Rules.
- Ability to make sound, rational and objective decisions.
- Ability to express and defend decisions.
- Ability to efficiently process historical workload and manage personal priorities.

**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