

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

Position Code

1. DEPTMGR3H04N

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 DOC-MICHIGAN STATE INDUSTRIES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Budget and Operations Administration (BOA)
4. Civil Service Position Code Description DEPARTMENTAL MANAGER-3	10. Division Michigan State Industries (MSI)
5. Working Title (What the agency calls the position) MSI Sales Manager	11. Section Sales / Marketing
6. Name and Position Code Description of Direct Supervisor HEHRER, MADYSON M; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DANCER, GREGORY M; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Grandview Plaza; 206 E. Michigan Ave., Lansing, MI 48933 / Monday - Friday / 7:30am - 4:00pm

14. General Summary of Function/Purpose of Position

This position will provide direct supervision and operational oversight for all factory Sales and Marketing. This position oversees staff assigned to Marketing and Sales, as well as expansion efforts in the services market. This position oversees development and implementation of goals and objectives as outlined by MSI Administration, by using modern management methods, Lean principles, strategic planning and computer technology. This position ensures the future success of MSI by building positive relationships with customers while working to grow MSI manufacturing opportunities with current and new prospective business partners in a competitive market. The Sales Manager is empowered to make suggestions related to staffing, equipment, building use, raw materials, product lines and production schedules, and focuses on Building Bridges to Success through MSI's division values of PARTNERSHIP. Frequent travel to various operations will be required, travel to customers throughout the State of Michigan, travel to attend MSI Trade Shows and Conferences (in state and out of state). Direct prisoner contact and/or supervision are possible.

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: 65

Plan, organize, and guide the work activities of Sales and Marketing staff. Perform comprehensive administrative management and evaluation of staff, personnel issues and training.

Individual tasks related to the duty:

- Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluates and verifies employee performance through the review of completed work assignments and work techniques.
- Identifies staff development and training needs and ensures that training is obtained.
- Ensures proper labor relations and conditions of employment are maintained.
- Maintains records, prepares reports, and composes correspondence relative to the work.
- Prevents waste and controls costs.
- Responsible for quality assurance for goods and services.
- Determines the availability and suitability of material for orders and estimates.
- Recommends changes in techniques for more efficient LEAN operations.
- Orders, receives, and disburses supplies and materials according to prescribed procedures.
- Checks new materials for conformance to specifications.
- Assists in the design and development of new products and procedures.
- Directs the development of new products and procedures; tests new materials.
- Provides input for short and long-range goals and objectives.
- Conduct staff meetings and conferences to discuss operating problems, organization and budgetary matters, personnel matters, technical problems, the status of programs and projects and maintenance of equipment and facilities.
- Develop creative ways to reach new and current customers
- Create and/or attend events to highlight MSI products and services
- Attend Industry trade shows and conferences
- Meets with prospective business partners to develop new products or opportunities
- Works with other MSI Managers to develop or update production plans for new or existing products.

Duty 2

General Summary:

Percentage: 15

Communicate and coordinate with MSI sales staff as required regarding customer orders, problems, deliveries or fulfilling special customer needs.

Individual tasks related to the duty:

- Review customer complaints and act as appropriate.
- Act as a liaison between Industries Supervisors and sales staff, assisting in problem resolution.
- Assist sales and marketing in product descriptions and promotions.
- Provide input on customer inquiries.
- Make referrals and recommendations for product modifications and or new product development.
- Provide resources to sales department, in terms of, product samples, plant tours, expert opinion and product information.
- Assist sales staff, participate in on site meetings with current and potential clients to discuss potential sales relationships.
- Work with clients to develop requested new products and design updates of current products to meet customer needs.
- Available to professional organizations and special interest groups on matters relating to the program.
- Work to ensure coordination of MSI goals with those of the various host facilities.

Duty 3

General Summary:

Percentage: 10

Monitor assigned operations' fiscal and operational status. Formulate short and long-term strategic planning to achieve desired program goals and profitability.

Individual tasks related to the duty:

- Review monthly financial, sales and operating statements for assigned operations.
- Monitor and adjust where necessary to ensure that MSI meets the needs of our customers.
- Develop budget recommendations for capital investments and improvements to equipment and materials.
- Obtain monthly reports from all assigned operations, review and summarize for MSI Business Manager and Administrator.
- Prepare other reports as requested.
- Conduct relevant correspondence with host institutions, vendors and other stakeholders as necessary.
- Assist as assigned.

Duty 4

General Summary:

Percentage: 10

Assist with miscellaneous administrative tasks

Individual tasks related to the duty:

- Represent MSI, DOC and State of Michigan as a delegate to private companies and other government officials and professional organizations.
- Investigate employee rule violations from Department Handbook.
- Assist in the preparation, scheduling and conducting disciplinary conferences.
- Review written operational procedures or directives annually, recommend updates or new procedures as necessary.
- Attend staff meetings

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

Subordinate leave approval, manufacturing changes, process improvement decisions. Advertising and marketing campaign decisions. Any decisions that are not in violation of published and known policies, directives, rules, regulations, explicit orders/institutions, administrative rules/statutes and operating procedures.

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

Hiring/termination decisions. Capital expenditures. Product pricing. Changes to written policy, procedure or pay plans. Decisions that require Executive Policy Team review.

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.

Regular on-site visits to MSI operations. These factories are within the security perimeters of correctional facilities.

Attend trade shows and conferences, set up and take down MSI booth.

This position will have direct contact with and may supervise prisoners within a secured prison. Risks associated with prisoner supervision in an industries production or service operation are inherent to this position. Must meet requirements established by MDOC to be employed in a secured institutional environment.

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>
	PROMOTIONAL AGENT-A 12		PROMOTIONAL AGENT-A 12
	PROMOTIONAL AGENT-E- STP 9		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| Y | Complete and sign service ratings. | Y | Assign work. |
| Y | Provide formal written counseling. | Y | Approve work. |
| Y | Approve leave requests. | Y | Review work. |
| Y | Approve time and attendance. | Y | Provide guidance on work methods. |
| Y | Orally reprimand. | Y | 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?

The essential duties of this position are to serve as a liaison between the Sales and Marketing team and MSI factory Supervisors, Staff and Administration and customers. Develop Sales, Marketing, and Customer Service plans that promote good business relations and grow MSI.

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

The PD has been updated to reflect the removal of responsibility for overseeing the Dental and Laundry factory operations, which have been reassigned to the newly established Operations Manager position. This change ensures the Departmental Manager-3 role accurately represents its intended scope by focusing on Sales, Marketing, Customer Service, and related administrative functions rather than direct factory supervision. Also added "travel to customers throughout the State of Michigan, travel to attend MSI Trade Shows and Conferences (in state and out of state)" in General Summary and Box 18.

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

The work area is Organizational Management and this position has responsibility (within the framework of Civil Service, Department of Corrections, and Michigan State Industries' policies and guidelines) to administer and control the Sales and Marketing portion of prison industry production and service operations. Means of managing will include modern management methods, strategic planning, use of financial information and computer technology. This position will report to the MSI Administrator.

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 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 up to date managerial methods and systems utilized in manufacturing operations found in private sector companies for ensuring efficient and effective operations.

- Knowledge of sales and marketing techniques
- Knowledge of manufacturing methods and practices and technical processes for the goods being made.
- Knowledge of training and supervisory techniques, and employee policies and procedures.
- Knowledge of material specifications.
- Knowledge of manufacturing methods and practices and technical processes for the goods being made.
- Ability to make material, time, and cost estimates on new products.
- Ability to maintain records, prepare reports, and compose correspondence related to the work.
- Ability to monitor and evaluate program and organizational performance to assess efficiency and effectiveness.
- Ability to maintain production and quality control.

- Ability to communicate effectively, both verbally and in writing.
- Knowledge of occupational hazards and safety precautions.
- Knowledge of the initiation, development, accomplishment, and evaluation of public programs or services.
- Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.
- Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.
- Ability to organize, evaluate, and present information effectively.
- Ability to formulate plans, procedures, and controls in a program or service area.
- Ability to maintain favorable public relations.
- Ability to communicate effectively.
- Ability to organize and coordinate the work of others.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

A valid motor vehicle operator's license for assigned vehicles used to travel to various work sites must be maintained.

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.

KATLYN SAYLOR

7/17/2026

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