

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 MILEAP |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) Child Care Licensing |
| 4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1 | 10. Division Central Support Division |
| 5. Working Title (What the agency calls the position) Our Strong Start (OSS) Manager | 11. Section |
| 6. Name and Position Code Description of Direct Supervisor STURDIVANT, MONICA; STATE DIVISION ADMINISTRATOR | 12. Unit Our Strong Start |
| 7. Name and Position Code Description of Second Level Supervisor ADAMS, COURTNEY A; SENIOR MANAGEMENT EXECUTIVE | 13. Work Location (City and Address)/Hours of Work 105 W. Allegan St. Lansing, MI 48933 / Monday-Friday 8:00am-5:00pm |

14. General Summary of Function/Purpose of Position

This position serves as the administrative manager of the Our Strong Start Unit who directs statewide strategies to increase the number of licensed child care providers by reducing barriers to licensure, expanding access in high-need areas and strengthening the provider's onboarding experience.

The position provides initial business sustainability assistance to child care providers to promote long-term retention by strengthening financial viability, reducing administrative and compliance barriers, and supporting efficient business operations. This includes ensuring providers are equipped with the tools, knowledge, and resources needed to maintain stable, high-quality services and remain operational over time.

The manager directs program operations, including design, implementation, evaluation, continuous improvement, and policy development. Responsibilities also include building and maintaining stakeholder partnerships, representing the Bureau, and supporting the Central Support Division Director and Bureau Director on special projects.

This position oversees the coordinated work of Our Strong Start Navigators and Departmental Technicians, ensuring alignment between technical assistance and licensing requirements so that applications are completed and processed efficiently and accurately. The role includes staff supervision, development, performance management, and operational oversight.

In addition, the manager leads efforts to streamline the licensing process by identifying system gaps, reducing barriers, and improving coordination across functions. The position also oversees data quality and analysis to inform program improvement and support evidence-based decision-making.

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: 30**

Provide oversight and direct the functions of the Our Strong Start unit. Establish and evaluate program objectives, goals, and priorities to reach to increase child care providers. Determine operating policies and implementation methods within the context of overall bureau policies and guidelines.

Individual tasks related to the duty:

- Confer with the division director in establishing program objectives, goals and priorities including research, gathering information and analyzing data to support the priorities of the division.
- Formulates, revises, and implements policies, procedures, methods and guidelines as needed.
- Identifies and overcomes barriers to successful program implementation by implementing innovative solutions.
- Meets with management/leadership to obtain input on program and process changes.
- Ensures program implementation is timely and effective
- Cultivates and manages partnership opportunities with organizations, employers, state agencies and individuals that materially impact team priorities, functions, policies, and procedures.
- Assists leadership with communication impacting program, priorities, function, policies and procedures.
- Generates public and staff confidence, interest, and participation in program; motivates staff toward the accomplishment of program objectives; influence authorities to favorable actions regarding the program area.
- Identifies and informs division director on sensitive or broad impact issues related to the Our Strong Start program.
- Represents Our Strong Start and the bureau at meetings and events.
- Advises key stakeholders inside and outside of State Government of program accomplishments and strategic plans.

Duty 2**General Summary:****Percentage: 25**

Develop priorities, and department strategy to implement the Our Strong Start mission and increase the number of licensed child care facilities throughout the state.

Individual tasks related to the duty:

- Identifies and assesses barriers and obstacles enrollees encounter in the licensing process and directs support/ change to help overcome those barriers by designing and implementing improved program strategies.
- Monitors national best practices for improving capacity and the number of licensed child care, especially in areas of need, and attends meetings and conferences with internal and external stakeholders.
- Develop and implement a statewide strategy to increase child care providers
- Monitors statewide metrics
- Build and maintain relationships with key stakeholders
- Represents Our Strong Start and the bureau at meetings and events.
- Advises key stakeholders inside and outside of State Government of program accomplishments and strategic plans.

Duty 3**General Summary:****Percentage: 35**

This position provides day-to-day oversight and integration of the work of OSS Navigators and Departmental Technicians to ensure a seamless, efficient, and applicant-friendly child care licensing process. The manager ensures alignment between the front-end support provided to applicants and the backend application processing required for licensure.

Individual tasks related to the duty:

- Oversee and direct the daily activities; provide guidance; ensure adherence with policies, procedures, standards and guidelines.
- 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 and responds to staff development needs.
- Ensure proper labor relations and conditions of employment are maintained.
- Develops and rates employee performance plans.
- Develops corrective action plans for staff not meeting performance measures.
- Advises and supports staff in the resolution of difficult or sensitive situations and monitor actions and responses.
- Responsible for monitoring and approving work schedules and leave time.

Duty 4**General Summary:****Percentage: 10**

Other duties as assigned.

Individual tasks related to the duty:

- Assists the central support division director with special projects and assignments, as necessary.
- Other duties assigned by the central support division director.

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

Develops and implements new policies, procedures and initiatives based upon the priorities and goals of the Our Strong Start unit. Works cooperatively with internal and external stakeholders to determine the course of action required to best meet needs of enrollees and promotes completion of the licensing process. Independently directs and makes day-to-day decisions in managing the staff and performs assignments related to this section.

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

Guidance is sought when priorities of assignments conflict, issues may be politically sensitive, areas where policy or procedure is unclear, and areas where significant amounts of state funds are affected. The Our Strong Start manager will work closely with the bureau director to achieve programmatic goals and ultimately reach the state's attainment goal.

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.

Work hours will include occasional evenings, to accommodate the schedules of community partners, events and higher education intuitions. Physical efforts normal to a business office, however, may have to lift and transport boxes, laptop, and various materials for meetings and events.

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> |
|-------------------|------------------------------|-------------------|------------------------------|
| THELEN, REBECCA | DEPARTMENTAL TECHNICIAN-E E9 | GOMEZ, ALICIA E | DEPARTMENTAL TECHNICIAN-E E9 |
| TRUAX, ROBIN M | DEPARTMENTAL TECHNICIAN-E E9 | MCKINLEY, CASSIDY | PROMOTIONAL AGENT-E 9 |
| VACANT | PROMOTIONAL AGENT-E | VACANT | PROMOTIONAL AGENT-E |
| STRIBLING, CHAIKA | PROMOTIONAL AGENT-E 9 | BOND, ELLA A | STUDENT ASSISTANT-E A |
| SUBER, KYNDAL E | STUDENT ASSISTANT-E A | | |

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?

This position will lead child care licensing's efforts to increase the number of licensed child care facilities throughout the state, especially in areas of need. The position is responsible for identifying strategies to increase enrollment/licensure, building collaborative relationships with stakeholders, and implementing best practices to increase the likelihood of licensee success. The position is also responsible for the oversight and execution of the Our Strong Start unit. The responsibilities include program design, implementation, administration, evaluation, management of staff, and operational oversight as well as policy and strategy development. This position will represent Our Strong Start and the bureau at meetings with internal and external customers. Position is responsible for assisting the bureau on special projects and assignments.

Ability to travel throughout the state and work in the evenings as needed.

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

The responsibilities of this position have changed to include management of the departmental technicians.

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

The function of the Our Strong Start Section is to help many more people navigate through the licensing process and become licensed child care providers. Provide vision and oversight and direct the functions of the work area. Establish program objectives, goals, and priorities and determines operating policies and implementation methods within the context of overall agency policies and guidelines.

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:

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:

- Demonstrated ability to think strategically and to work in a collaborative manner to build and grow partnerships with multiple, diverse stakeholders.
- Proven capability to manage multiple projects at once in a dynamic, fast-paced environment, while at the same time demonstrating careful attention to detail.
- Excellent oral and written communication skills, including ability to plan and lead meetings, to facilitate workshops and to develop written content for newsletters and social media.
- An understanding of the issues surrounding starting a child care business, appreciation for the needs of new entrepreneurs, parents, employers and adults in the workforce, and knowledge of the child care landscape in Michigan.
- Ability to formulate policies and procedures based on information of a conceptual nature from varied and complex sources. Knowledge of training and supervisory techniques.
- Thorough knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.
- Thorough knowledge of methods of planning, developing, and administering programs.
- Knowledge of labor relations and equal employment opportunity policies and procedures.
- Ability to communicate

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.

MICHAELA CAREY

6/18/2026

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