

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STDDADM1

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 MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Environmental Health
4. Civil Service Position Code Description State Administrative Manager-1	10. Division Bureau Operations Office
5. Working Title (What the agency calls the position) Operations and Engagement Section Manager	11. Section Operations and Engagement Section
6. Name and Position Code Description of Direct Supervisor CHAMBERS, MICHELLE A; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor GROETSCH, KORY J; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 333 South Grand Ave.; LANSING, MI 48913 / M-F 8:00 to 5:00

14. General Summary of Function/Purpose of Position

The Operations and Engagement Section Manager is responsible for overseeing a team dedicated to maintaining the Bureau's digital infrastructure, employee engagement initiatives, human resources functions, operational policies and procedures, and performance management tracking and support. This role requires a proactive leader who can balance strategic planning with day-to-day execution while also ensuring the smooth operation of internal systems and fostering a positive work culture across the Bureau. The Section Manager focuses on improving broad operations while managing myriad behind-the-scenes details to improve overall workflows, organizational communications, workplace culture, and strategic execution of workplans across the Bureau.

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: 45

Provide programmatic and administrative oversight for the Section.

Individual tasks related to the duty:

- Establish short/long term Section goals and objectives, set priorities, determine and implement operating policies in alignment with Bureau and Division priorities.
- Make informed decisions with regard to staff assignments with the goal of supporting the Bureau's responsibilities for upholding the Public Health Code and its efforts to improve public health outcomes, identify and manage risks accordingly.
- Ensure staff are upholding best practices for themselves in their assigned areas of expertise and are providing support in these areas across the Bureau; upholding professional integrity.
- Ensure staff are considering and implementing practices that support and advance equitable outcomes throughout the Bureau and in support of the Bureau's work for the people of Michigan.
- Confer with external representatives as needed from federal, state, regional and local agencies, professional organizations and interest groups on matters relating to the Bureau's programs.
- Delegate to appropriate staff any assignments not of a routine nature and special requests from Bureau management.
- Advise staff in the resolution of sensitive, complex, or precedent-setting situations; determine appropriate courses of action, assign responsibilities and monitor actions and responses.
- Ensure proper expenditures and planning of the Section's budget in coordination with Division management.
- Elevate emerging issues and follow-up as appropriate with Division management.

Duty 2

General Summary:

Percentage: 35

Provide operational support to the staff who oversee digital and information management, employee engagement, cultural and professional development, human resources and personnel management support, as well as operational oversight and process improvement.

Individual tasks related to the duty:

- Ensure operational backup for the staff who oversee the maintenance and optimization of the Bureau website, Teams site, and SharePoint site to ensure accessibility, security, and up-to-date information.
- Support staff in the development of initiatives meant to enhance employee engagement, communication, and workplace culture.
- Coordinate support for professional development programs, training opportunities, and career advancement initiatives for Bureau staff.
- Serve as a secondary liaison between Bureau leadership and HR to support hiring, onboarding, performance evaluations, and termination processes.
- Support development of Bureau-wide operational policies and procedures and communication of Bureau, Administration, and Department policies and procedures.
- Manage and maintain organizational framework of all Bureau policies, procedures, and standard operating guidelines to ensure alignment with Bureau, Administration, and Department goals.
- Collaborate with other department staff on relevant issues ensuring that managers and staff have the opportunity to provide input and feedback as needed.
- Support workforce planning, including recruitment strategies and talent development.
- Track and analyze key metrics to inform decision-making and optimize Bureau efficiency by identifying opportunities for process improvements and implement strategies to enhance workflow.
- Interface with strategists and IT teams regarding technical issues and implement system improvements on behalf of staff when needed.

Duty 3

General Summary:

Percentage: 15

Develop and employ operational governance standards; select and assign staff, assuring equal employment opportunity in hiring, promotion, and other employment practices; identify staff development needs and assure that training is obtained; ensure that proper labor relations and conditions of employment are maintained.

Individual tasks related to the duty:

- Establish, maintain, and improve internal policies and procedures governing the daily operations of the Section in alignment with the Division and Bureau.
- Ensure hiring practices and onboarding adhere to DEI best practices.
- Ensure affiliate hiring practices align to Bureau and Department policy in relation to state specifications, salary, and promotion.
- Produce and coordinate a process to set and adjust work objectives for Section staff that align with Division, Bureau and Administration objectives.
- Develop work plans for staff ensuring linkage to Division and Bureau objectives.
- Monitor progress and evaluate performance. Provide continuous feedback and coaching through one-on-one meetings. Actively solicit constructive feedback from staff to promote own growth as a manager.
- Complete annual performance evaluations for Section staff.
- Foster a positive and inclusive team culture while working collaboratively to establish processes for continuous quality improvement.
- Openly communicate with the Division regarding staff needs and proposed solutions.
- Assure that adequate staff training is obtained, especially in the areas of diversity, equity, and inclusivity.
- Promote active staff participation in state and national workgroups/committees to advance our state's initiatives and foster professional development.
- Establish internal control processes and metrics for auditing and quality improvement.
- Complete all administrative reports in a timely manner.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- This position supports the Bureau, Administration and Department as assigned.

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

This role requires a combination of independent decision-making and collaboration with internal teams and leadership. The manager oversees a diverse set of operational functions, requiring adaptability and a high level of attention to detail.

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

Recommendations and actions that affect the whole of the bureau should be discussed with your supervisor prior to implementation. Far-reaching policy decisions require review and approval by the Environmental Public Health Director before being finalized. Newly developed protocols and processes should also be reviewed to ensure they meet departmental requirements and standards.

Approval of major policy documents, implementation of Section activities that may impact on overall departmental functions, priorities, resource allocations, and promulgation or revisions of rules.

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 job primarily requires efforts typical to standard office work, although on-site activities may be occasionally required if the Division is called to respond to a public health emergency. Though rare in frequency, the section manager may be required to respond to emergencies or time-critical events after normal work hours and on weekends. The section manager could be exposed to unpleasant and non-hazardous fumes and odors when conducting emergency community response efforts – most likely involving door-to-door surveys or information distribution in the event of a public health emergency. These responses are usually outside, so the section manager would also be exposed to local weather conditions. These events may occur up to two to three times a year.

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>
FULLER, JESSICA L	DEPARTMENTAL ANALYST-A 12		

Additional Subordinates

Departmental Analyst-E (new)

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

Complete and sign service ratings.

Assign work.

Y Provide formal written counseling.
Y Approve leave requests.
Y Approve time and attendance.
Y Orally reprimand.

Y Approve work.
Y Review work.
Y Provide guidance on work methods.
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 Operations and Engagement Section Manager is responsible for overseeing a team dedicated to maintaining the Bureau's digital infrastructure, employee engagement initiatives, human resources functions, operational policies and procedures, and performance management tracking and support. This role requires a proactive leader who can balance strategic planning with day-to-day execution while also ensuring the smooth operation of internal systems and fostering a positive work culture across the Bureau. The Section Manager focuses on improving broad operations while managing myriad behind-the-scenes details to improve overall workflows, organizational communications, workplace culture, and strategic execution of workplans across the Bureau.

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

New establishment.

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

The function of the Bureau is to act as a resource for the evaluation of the effects of the environment on health, including to provide support to the department's response efforts surrounding the identification, investigation, and intervention of human exposures to chemicals and other environmental hazards. The Bureau Operations Division provides bureau-wide supports and structure and helps to ensure consistent application of the best available science to protect sensitive and/or residents at-risk of exposure to environmental hazards in Michigan, as well as the coordination of organizational methods, governance documents and metrics on behalf of the Bureau.

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:

As listed on the Civil Service job specification. In addition:

- Thorough knowledge of the principles and techniques of administrative management including organization, planning, staffing, training, budgeting, and reporting.
- High level understanding of coaching, training and supervisory techniques.
- High level understanding of public health, chemistry, biology, and/or other environmental sciences.
- High level understanding of communications, community engagement, and delivery of services using health equity principles.
- Thorough knowledge of health equity principles and practices to ensure advancement of environmental justice.
- Thorough knowledge of federal, state, and local relationships that impact the operations of a department.
- Thorough knowledge of labor relations and equal employment opportunity policies and procedures.
- Thorough knowledge of public relations techniques.
- Knowledge of employee policies and procedures.
- Ability to instruct, direct, and evaluate employees.
- Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved.
- Ability to analyze and appraise facts and precedents in making administrative decisions.
- Ability to formulate policies and procedures based on information of a conceptual nature from varied and complex sources.
- Ability to establish and maintain effective relationships with government officials, private industry officials, professional personnel, and others.
- Ability to communicate effectively.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

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.

None.

I certify that the entries on these pages are accurate and complete.

LIBERTY IRWIN

5/30/2025

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