

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

Position Code 1. SECRTYAO18R
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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.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency DEPT OF INS AND FIN SERVICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of General Counsel
4. Civil Service Position Code Description SECRETARY-A	10. Division Fraud Investigations
5. Working Title (What the agency calls the position) Secretary	11. Section
6. Name and Position Code Description of Direct Supervisor KINSEY, JENNIFER N; STATE ADMINISTRATIVE MANAGER-1	12. Unit Fraud Investigations
7. Name and Position Code Description of Second Level Supervisor GARCIA, JOSEPH A; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 530 W. Allegan, Lansing / 8:00 a.m.-5:00 p.m.

14. General Summary of Function/Purpose of Position Serves as management assistant that provides advanced level secretarial support to the Fraud Investigation Unit (FIU) supervisor and staff within the Office of General Counsel as assigned. Includes opening and closing files, tracking deadlines, maintaining databases, preparing, receiving and transmitting correspondence, preparing reports and documents related to investigations, scheduling meetings, and assisting in creating and revising forms, processes and procedures, and correspondence.

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

Serves as management assistant that provides advanced level secretarial support for the FIU staff as assigned.

Individual tasks related to the duty:

- Serves as liaison between management and staff by transmitting information, explaining appropriate work instructions, and following up on assignments.
- Identify process improvements to enhance workflow efficiency and communication within DIF/FIU.
- Respond to inquiries submitted to DIFS- Anti-fraud, DIFS-OCGFIU, and DIFS-FIU-OFRSReturn mailboxes.
- Review incoming correspondence of complaints or allegations of suspected fraud from other DIFS business areas and triages information received in accordance with FIU's criteria for investigations.
- Provides comprehensive administrative support for Unit Leadership, including calendar management, correspondence, and coordination of meeting and priorities.
- Maintain and organize confidential files, records, and case materials in accordance with DIFS/OGC policies and procedures.
- Perform records management functions related to FIU vehicles and professional development training(s).
- Compose, format, prepare and edit documents with some latitude for supervisor signature, including correspondence to Department of Attorney General and external stakeholders.
- Assist in establishing forms, processes and office procedures to ensure consistent workflow within the office.
- Makes scheduling commitments for management staff or professional(s) for meetings and conferences, coordinating all necessary arrangements.
- Maintain and update FIU investigation's tracking mechanisms (e.g., Excel, Share Drive, Share Point, etc.)
- Prepare and submit purchase requests for FIU.
- Assist and coordinate FIU personnel travel arrangements for professional development.
- Serve as FIU's primary point of contact for FOIAs, incoming mail, and faxes (sending and receiving).
- Update and maintain contact information for insurers and FIU personnel.
- Monitor handheld radio for communication from FIU personnel conducting fieldwork for investigations.
- Responsible for timekeeping (auditing) for FIU.

Duty 2

General Summary:

Percentage: 10

Compile and provide data summaries and reports for the Fraud Investigation Unit.

Individual tasks related to the duty:

- Prepare on-demand FIU Reports (fraud report statistics, investigator case updates, Director's updates, etc.)
- Maintain data used for FIU's Annual Report.

Duty 3

General Summary:

Percentage: 5

Special assignments

Individual tasks related to the duty:

- Perform special projects from the supervisor as assigned.

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

Decisions on priority of incoming correspondence, telephone calls/inquiries and adjustments to workflow to meet DIFS/FIU case standards.

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

Decisions not covered by supervisor directive, departmental policy or guidelines, such as changes to computer software/programs that may affect stored data and report output or revising a process that affects how work is performed.

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 position is sedentary in nature and requires the use of a multi-line telephone, computer, monitor and mouse. May require lifting up to 25 lbs.

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):

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

Serves as management assistant that provides advanced level administrative and secretarial support for the supervisor of the Fraud Investigation Unit and administrative assistance for staff in the Fraud Investigation Unit. Employee in this position operates complex computer hardware/software, processes considerable computer-generated documentation and handles considerable telephone communications, maintains section files, and must have the ability to interact in a positive and professional manner with departmental personnel and the public.

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

Updating PD. Individual tasks related to duties have been revised to reflect current day-to-day roles and responsibilities associated with this position.

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

The FIU is dedicated to the prevention of criminal and fraudulent activities in the insurance and financial services markets. This position provides management assistant and secretarial support to the supervisor of the unit and unit staff as assigned.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Educational level typically acquired through completion of high school.

EXPERIENCE:

Secretary 9

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

OR

Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate information clearly and accurately either orally or in written correspondence on supervisor's behalf.
- Knowledge of departmental operation objectives.
- Ability to work compatibly and well with others.
- Mastery of Microsoft Office Suite of products including Word, Excel, PowerPoint, and Outlook.
- Employee functions with some independence and should be able to exercise tact and diplomacy when dealing with outside special request, law enforcement agencies and chapter other state agencies and DIFS management.
- Ability to manage multiple tasks and meet deadlines in a structured environment.
- Ability to communicate effectively and professionally with diverse audiences.
- Ability to independently prioritize workload and meet established deadlines.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

N/A

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.

ERMELINDA GARZA

4/29/2026

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