

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCH

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 LICENSING AND REGULATORY AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan Liquor Control Commission
4. Civil Service Position Code Description Departmental Technician-E	10. Division Enforcement
5. Working Title (What the agency calls the position) Dept. Tech 7-E9	11. Section Enforcement
6. Name and Position Code Description of Direct Supervisor SWOPE, KAYLA M; STATE DIVISION ADMINISTRATOR	12. Unit Lansing
7. Name and Position Code Description of Second Level Supervisor KRONE, KERRY S; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 7109 W Saginaw Hwy; Lansing, MI 48917 / 8am -5pm Monday - Friday

14. General Summary of Function/Purpose of Position

This position provides support to the Enforcement Division by reviewing and updating policies, procedures, and workflow processes, and maintaining standardized forms to ensure consistency and efficiency. Gathers information on enforcement activities and division metrics for leadership, and responds to inquiries regarding department operations, rules, and legislative changes. Supports Enforcement operations by reviewing and processing applications and returned files, and coordinating follow-up research as needed. Serves as project support for the Direct-to-Consumer Shipping program, assisting with data tracking and program development, oversees the division's vehicle fleet operations, and assists with staff training and professional development initiatives.

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: 50**

Serves in a technical capacity by reviewing and updating policies, procedures, and workflow processes, and by creating and improving standardized forms.

Individual tasks related to the duty:

- Reviews policy and legislative changes and updates policies, procedures, and manuals to ensure consistency and compliance.
- Maintains and manages data in SharePoint and Excel, updates tracking codes as needed, and maintains enforcement metrics in AIMS.
- Collects and monitors financial, statistical, and program data to identify trends and compliance indicators, and provides process improvement recommendations to the Director.
- Conducts studies and surveys to evaluate performance and provides data-driven findings, visualizations, and recommendations for policy, process, and training improvements.
- Aggregates and interprets enforcement activity data, including daily activity reports, controlled buys, and investigations, and prepares dashboards and reports for leadership review.
- Develops and maintains performance metrics and structured datasets for licensing and complaint investigations, violations, training, community engagement, field activity, and controlled-buy reporting.
- Assesses and interviews complainants, gathers relevant information to identify alleged issues or violations, and initiates complaints as appropriate.
- Addresses inquiries from licensees, applicants, investigators, attorneys, and law enforcement regarding license status, investigations, and compliance with the Liquor Control Code and Administrative Rules.
- Researches legislative and business manager inquiries related to case files and provides timely updates.
- Researches file-related inquiries from Hearings & Appeals, the Licensing Division, and Finance, and provides summaries and status updates to the Division Director, including findings and recommended follow-up actions.

Duty 2**General Summary:****Percentage: 15**

Reviews incoming applications for completeness.

Individual tasks related to the duty:

- Handles incoming written correspondence and requests to the Enforcement Division, research to identify any additional information needed and requests if needed.
- Application requests include requests for return or transfer of spirit inventory, destruction of inventory due to natural causes or revocation, temporary off-premises storage, on-premises promotions for prizes or giveaways exceeding \$250.00, and beer and wine discounts
- Assist with processing annual non-renewal applications and associated complaint investigations for both in-state and out-of-state licensees, including preparing investigation memoranda, tracking case status, and generating reports for the Director of Enforcement and Licensing Division
- Performs research and data mining of licensee histories across internal systems to support supervisory, investigative, and enforcement decision-making.
- Reviews and evaluates documents-such as preliminary investigation reports, contracts, permits, purchase agreements, insurance policies, certificates, and property deeds-to ensure compliance with requirements and maintains spreadsheets and statistical data on all returned and resubmitted Enforcement Division files.

Duty 3**General Summary:****Percentage: 15**

Serves as project support and task coordinator for the Direct to Consumer Shipping program in the Enforcement Division.

Individual tasks related to the duty:

- Provides metric analysis and reporting to the manager overseeing the program to support decision-making and performance improvements.
- Records and tracks all Cease and Desist requests and Requests for Further Legal Action (RFFLAs) in Michigan Direct Shipper Enforcement Team (MiDSET) tracking spreadsheets to ensure complete and organized documentation.
- Reviews and evaluates MiDSET metrics quarterly to monitor compliance performance, track team progress, and identify areas needing intervention.
- Supports timely submission of quarterly reports from common carrier partners.
- Maintains SharePoint data, website updates, and statistical inputs, and ensures the SharePoint Team Site is current for team communication, project tracking, and research support.

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

Oversee the operational management and tracking of the Enforcement Division's vehicle fleet.

Individual tasks related to the duty:

- Maintains accurate logs of all state vehicles, including assignments, mileage, and current location.
- Monitors required maintenance, inspections, and repairs; coordinates service scheduling and assists investigators with vehicle-related issues and communication with WHEELS (State Contracted Fleet Management Service Provider/Vendor).
- Manages vehicle acquisition and replacement, and tracks license plates, registrations, and related records.
- Maintains complete and accurate fleet documentation to support reporting, audits, and compliance.
- Serves as the liaison to LARA Finance for vehicle-related financial matters.
- Distributes updated vehicle policies and procedures and revises documentation as needed.
- Supports interpretation of policies related to travel, expense reimbursement, and state vehicle use to ensure compliance and efficient fleet operations.
- Enters, maintains, and updates vehicle-related policies, procedures, forms, and resource documents in SharePoint.

Duty 5**General Summary:****Percentage: 10**

Assists the Deputy Director in planning, developing, and delivering staff training and professional development programs.

Individual tasks related to the duty:

- Assists upper management with developing, maintaining, and updating training modules for new hires and managers.
- Identifies training needs and supports the development of annual internal training, including coordinating resources and trainers.
- Supports the Director in planning and preparing three combined district meetings each year.
- Serves as training project coordinator for inputting and maintaining training materials in SharePoint, and amending as needed.
- Oversees preparation and certification of Michigan Commission on Law Enforcement Standards (MCOLES) training materials, processes training rosters, tracks all division-provided MCOLES training, and serves as the division liaison to MCOLES.
- Performs additional related duties as assigned

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

Position is responsible for managing and prioritizing daily tasks with little supervision. This position provides customer service and determines appropriate staff to handle inquiry. Answer questions on state vehicle usage posed by Regulation Agents and/or supervisors. Provide statistical data and reports to Enforcement leadership.

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

Situations where no established guidelines exist.

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.

Standard office 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.

Additional Subordinates

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

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| ☐ N | Complete and sign service ratings. | ☐ N | Assign work. |
| ☐ N | Provide formal written counseling. | ☐ N | Approve work. |
| ☐ N | Approve leave requests. | ☐ N | Review work. |
| ☐ N | Approve time and attendance. | ☐ N | Provide guidance on work methods. |
| ☐ N | Orally reprimand. | ☐ N | 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 provides operational support to the Director and the Enforcement Division. Responsibilities include reviewing and evaluating data, documents, and statistics to ensure compliance with established requirements. The role monitors and compiles information related to Enforcement Division activities such as controlled-buy operations, daily activity reports, violations, time and attendance, state vehicles and travel regulations. It involves creating, editing, and maintaining various reports. The position is the liaison to the LARA procurement division regarding state cars and travel regulations. It also includes reviewing contracts and vendor status and processing related payments. Additionally, the position completes special projects as assigned and cross-trains in a support role to the Enforcement Administrative staff.

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

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

The work area functions to enforce the code and rules relative to the Michigan Liquor Control Act. The position maintains statistical data and reviews state law and civil service policies and procedures allowing for the oversight of those individuals operating within the division. This position also assists with planning, developing, and delivering staff training and professional development programs.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Proficient in general office operations and customer service, with the ability to manage multiple tasks simultaneously. Preferred working knowledge of Excel, Adobe, Word, PowerPoint, AIMS, CM10, and SIGMA. Preferred skills in data collection and the preparation of statistical reports. Additional competencies include telephone operation, computer literacy, and standard administrative support functions.

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.