

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCH34R

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 LEO-MSHDA
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Rental Assistance Division
5. Working Title (What the agency calls the position) Participant Services Technician	11. Section
6. Name and Position Code Description of Direct Supervisor PERTNER, PEGGY; DEPARTMENTAL MANAGER-4	12. Unit
7. Name and Position Code Description of Second Level Supervisor BROOKS, MARSHALL; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 735 E Michigan Ave - Lansing, MI 3028 W Grand Blvd - Suite 4-600 - Detroit, MI 48202 M-F 8:00am-5:00pm

14. General Summary of Function/Purpose of Position

The Participant Services Technician is one of three technicians in the Participant Services unit of the Rental Assistance Division responsible for performing a variety of technician assignments in support of departmental programs, services, and activities. Work is performed through a body of knowledge related to methods, practices, procedures, policies, regulations, and laws. This work includes:

- Answering the Rental Assistance Division mainline telephone and conducting interviews with callers to follow up on complaints and determine the need for further review. Answering inquiries regarding functions, rules, regulations, policies, and procedures. Responding to questions about the Housing Choice Voucher Program, providing information and referrals, and routing calls to other MSHDA staff when appropriate,
- Responding to emails received in the division general email inbox and conducting interviews to follow up on complaints and determining the need for further review. Answering inquiries regarding functions, rules, regulations, policies, and procedures. Responding to questions about the Housing Choice Voucher Program, providing information and referrals, and routing emails to other MSHDA staff when appropriate,
- Interpreting and responding to Freedom of Information Act requests,
- Assisting walk-in customers in person by conducting interviews to follow up on complaints and determining the need for further review. Answering inquiries regarding functions, rules, regulations, policies, and procedures. Responding to questions about the Housing Choice Voucher Program, providing information and referrals, and involving other MSHDA staff when appropriate,
- Recording customer service data,
- Proposing revisions to procedures and communications based on trends observed in program inquiries,
- Preparing and mailing supplies to independent contractor housing agents,
- Preparing payment requests to be submitted to MSHDA's Finance Division,
- Records retention
- Office support functions such as mail services, faxing, and scanning.

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: 70

Frontline Customer Service

Individual tasks related to the duty:

- Answer the Rental Assistance Division mainline, conduct interviews to follow up on complaints and determine the need for further review. Answer inquiries regarding functions, rules, regulations, policies, and procedures. Respond to questions about the Housing Choice Voucher Program and provide information and referrals. Follow up in writing when necessary.
- Operate a multi-line telephone and multiple software packages.
- Respond to emails received in the Rental Assistance Division general email inbox, conduct interviews to follow up on complaints and determine the need for further review. Answer inquiries in writing regarding functions, rules, regulations, policies, and procedures. Respond to questions about the Housing Choice Voucher Program and provide information and referrals. Follow up by telephone when necessary.
- Assist walk-in customers in person, conduct interviews to follow up on complaints and determine the need for further review. Answer inquiries regarding functions, rules, regulations, policies, and procedures. Respond to questions about the Housing Choice Voucher Program and provide information and referrals.
- Record customer service contacts.
- Propose revisions to procedures and communications based on trends observed from program inquiries.

Duty 2

General Summary:

Percentage: 10

Records Retention

Individual tasks related to the duty:

- Maintain and track a regular cadence of file boxes to be shipped to MSHDA by housing agents, processed, and shipped to Record Center.
- Schedule deliveries of records with the contracted housing agents and review tracking logs to assure accuracy of records in transit.
- Work within the stated structures for Content Manager submissions and recalls.
- Create Content Manager records to manage all files, coordinate and plan for delivery to Record Center, enter all required data for closed files and purged files, properly label all individual files and boxes, coordinate requests for pickup of these boxes on a weekly basis.
 - Pack boxes for submission to Record Center.
 - Unpack boxes retrieved from Record Center.
 - Request files for Rental Assistance Division staff as needed from Record Center, track files, and return files to Record Center as needed.
 - Move file boxes weighing up to 30-35 pounds.

Duty 3

General Summary:

Percentage: 10

Freedom of Information Act (FOIA) Requests

Individual tasks related to the duty:

- Track requests, progress, and completion date for all Rental Assistance Division FOIA requests.
- Interpret FOIA requests received from the MSHDA FOIA coordinator and determine the best approach to obtaining the documentation in a timely manner.
- Obtain requested documentation from contracted housing agents, Record Center, and MSHDA staff.
- Organize, label, and compile documents for each request for the MSHDA FOIA coordinator by the stated deadline.

Duty 4

General Summary:

Percentage: 10

Office Support Functions

Individual tasks related to the duty:

- Collect, sort, open, and date stamp mail and packages for staff.
- Distribute mail and packages to staff.
- Distribute documents received via fax and Rental Assistance Division drop boxes.
- Operate standard office equipment including copy machines, fax machines, printers, scanners, calculators, postage machines, software packages, etc.
- Provide shipping and mailing labels and confirm delivery of packages.
- Prepare and mail supplies to independent contractor housing agents.
- Prepare and track payment requests to be submitted to MSHDA's Finance Division.
- Other duties as assigned include, but are not limited to filing, logging, indexing, mailing, and typing.

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

Decisions are governed by existing policies, procedures or past practices and gained through experience and are generally made independently.

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

Supervisor will be involved any time the employee is unsure of the appropriate action based on past practices, policies, and procedures.

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 is primarily sedentary in a standard office environment with minimal physical effort, involving computer use, meetings, occasional walking, and infrequent light lifting of office equipment. No regular exposure to hazardous conditions or strenuous activity.

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?

The Participant Services Technician is one of three technicians in the Participant Services unit of the Rental Assistance Division responsible for performing a variety of technician assignments in support of departmental programs, services, and activities. Work is performed through a body of knowledge related to methods, practices, procedures, policies, regulations, and laws. This work includes:

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- Proposing revisions to procedures and communications based on trends observed in program inquiries,
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- Preparing payment requests to be submitted to MSHDA's Finance Division,
- Records retention, and
- Office support functions such as mail services, faxing, and scanning.

All work must be completed with care for the customer, attention to detail, and in a confidential manner. All responses must be timely and accurate. Services are delivered with a focus on equity, efficiency, and customer satisfaction, while maintaining adherence to program policies, federal regulations, legal requirements, and internal performance standards. This position is essential to the delivery of exceptional service and support functions that are critical for the effective statewide administration of the Housing Choice Voucher Program.

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

Updating position to reflect changes from recent Division re-org.

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

The Participant Services Unit is responsible for delivering exceptional front-line customer service, support, and communication for the Housing Choice Voucher Program, ensuring that program participants, landlords, and the public receive timely, accurate, and equitable assistance. This includes managing inquiries, complaints, informal reviews, Freedom of Information Act requests, and general administrative services such as mail and records retention. The unit plays a critical role in maintaining program transparency, accessibility, and compliance with federal and state regulations. The Participant Services Technician will often be the first contact customers have when contacting the Rental Assistance Division. This position is essential to maintaining the integrity and responsiveness of the Housing Choice Voucher Program public-facing operations.

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:

- Knowledge of rules, regulations, policies, procedures, precedents, and terminology used by the Housing Choice Voucher Program.
- Knowledge of the techniques of interviewing and obtaining information.
- Knowledge of organizations, workflow, staffing, forms, and procedures.
- Ability to interpret and apply complex rules and regulations.
- Ability to explain complex rules and regulations.
- Ability to analyze data and operations and make recommendations for change.
- Ability to communicate effectively by providing clear, concise, and accurate information verbally and in writing.
- Ability to maintain favorable public relations.
- Ability to work with multiple deadlines and determine work priorities.
- Exceptional customer service skills.
- Deep understanding of and appreciation for serving a diverse community.
- Ability to maintain composure and diffuse the situation when assisting customers who are emotional or agitated.
- Ability to be flexible while working with multiple tasks to meet the needs of the program.
- Ability to work well in a team environment and maintain a positive attitude when faced with numerous challenges throughout the day.
- Maintain confidentiality.
- Possess strong time management and organizational skills.
- Capability to work with minimal supervision.
- Accurate clerical skills.
- Considerable knowledge of office practices, procedures, and computer software applications.
- Ability to type professional business letters, reports, charts, spreadsheets, and e-mails.
- Ability to type with accuracy and speed.
- Knowledge of filing protocols and general recordkeeping procedures.

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.

AMBER MARTIN

Appointing Authority

9/2/2026

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