

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

Position Code

1. DPTLTCHER78R

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 GAMING CONTROL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan Gaming Control Board
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Licensing & Investigations
5. Working Title (What the agency calls the position) Departmental Technician	11. Section Criminal Investigations
6. Name and Position Code Description of Direct Supervisor LESSNAU, JOHN; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ALAGNA, TINA M; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 3062 W. Grand Blvd. L-700, Detroit, MI 48202 / M-F 8-5 p.m.

14. General Summary of Function/Purpose of Position

This position is responsible for performing a variety of assignments in support of the Criminal Investigations Section's programs, services, and activities. Some duties include, but are not limited to, assisting in research and analysis of data and information regarding issues which pertain to the enforcement of the Michigan Gaming Control & Revenue Act as amended, the Horse Racing Law of 1995, the Traxler-McCauley-Law-Bowman Bingo Act 382 of 1972, the Lawful Internet Gaming Act (LIGA), the Lawful Sports Betting Act (LSBA), the Fantasy Contest Consumer Protection Act and associated administrative rules. Additional duties will include maintaining and tracking the section's investigative files, assisting the section's analyst, and reporting monthly metrics.

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: 40

Maintain section case management databases, track investigative reports and notifications such as warnings letters and cease and desist letters, and compile monthly metrics.

Individual tasks related to the duty:

- Manage and track the status of cases from inception to completion.
- Monitor progress of investigations and advise section staff of approaching deadlines.
- Conduct "2-week report" to ensure investigations are moving forward.
- Review, mail and track important letters sent by section.
- Review warning letters, cease and desist letters, and other correspondence sent by section.
- Document and monitor all certified mail receipts, UPS, USPS, or FedEx tracking information.
- Manage spreadsheet to capture each case resulting in a warning letter or cease and desist letter, tracking date sent, success of delivery, compliance check data and other important data.
- Scan and upload all mail tracking documents into Content Manager.
- Prepare monthly metrics report and annual report.
- Generate reports from Case Management System (CMS), conduct analysis of data and prepare data to present to Executive staff.
- Identify any issues with cases not meeting metrics and present to manager in timely manner.

Duty 2

General Summary:

Percentage: 30

Gather information from available sources and maintain data in Content Manager, Excel spreadsheets, and/or paper files to ensure accessibility to staff.

Individual tasks related to the duty:

- Review, upload, and organize data into Content Manager as received from Michigan Gaming Control Board Enforcement section, the Michigan State Police Gaming section daily logs, the Hollywood casino at Greektown, MotorCity casino, and MGM Grand Detroit Casino's security surveillance departments' incident logs/reports.
- Upload photographs, CTR's, and SAR's to Content Manager.

Duty 3

General Summary:

Percentage: 20

Process Notice of Exclusion cases.

Individual tasks related to the duty:

- Set up Quarterly Exclusion Panel meetings.
- Forward Notices of Exclusion to Executive Director for signature.
- Make proper entries into Compliance Tracking System.
- File appropriate forms and certified mailings in Content Manager.
- Notify casinos, HR staff, MSO, and identified Board employees of added Excluded persons.
- Remove expired Excluded persons and make proper notifications.

Duty 4

General Summary:

Percentage: 10

Perform all other duties as needed to contribute to the overall operation of the Michigan Gaming Control Board.

Individual tasks related to the duty:

- Assist CIS manager with deadlines and responses to requests of information from executive staff. Manage calendars for CIS manager and staff as needed.
- Create and revise section templates and forms.
- Determine needs for office equipment
- Perform other administrative tasks as requested.
- Assist in supporting research on Criminal Investigations Section projects, for example: identifying and documenting owners of on-line gambling websites and illegal gambling software providers, tracking the investigative and administrative status on cases, tracking the administrative process of candidates for exclusion, and assist the section analyst with database entries related to current investigations

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

Decisions made independently include oversight of section files, gathering and storing documents, general management of data bases, and prioritizing daily tasks

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

Supervisory guidance would be necessary on issues that would establish policy or would affect other areas of the Department. Decisions of a Departmental Technician also require a supervisor's review when the Departmental Technician is unclear on how to proceed in any situation and when procedures, policies, or written instructions do not 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.

Work is performed in a standard office setting but may require travel and periodic high concentrations of noise and second-hand tobacco smoke associated with casino settings.

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):

- | | |
|---|--|
| ☐ 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. |

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?

This position is properly described on the preceding pages.

23. What are the essential functions of this position?

Review and evaluate documentation submitted for licensure to determine conformity with the Michigan Gaming Control & Revenue Act as amended, the Horse Racing Law of 1995, the Traxler-McCauley-Law-Bowman Bingo Act of 1972, the Lawful Internet Gaming Act (LIGA), the Lawful Sports Betting Act (LSBA), the Fantasy Contest Consumer Protection Act (FCCPA), associated Administrative Rules and internal policies and procedures. Consulting with applicants concerning the requirements for filing applications, disclosures, and related documentation.

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 Michigan Gaming Control Board provides one-of-a-kind expertise in the area of gaming. The Criminal Investigations Section is responsible for investigating claims of unlawful gaming or racing practices that, if true, would constitute a violation of the Michigan Penal code, maintaining records of criminal investigations, reviewing information from other criminal justice agencies, sharing investigative records with other criminal justice agencies, and conducting criminal background checks on applicants for licensees. This position will assist in maintaining and tracking related documents and reports.

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 experienced-level administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

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

OR

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

Departmental Technician E9

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

OR

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

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:

- Ability to communicate effectively
- Knowledge of rules, regulations, policies, procedures, and terminology used in the work
- Knowledge of the techniques for using reference material and organizing data for reports
- Knowledge of the techniques for interviewing and obtaining information
- Knowledge of organizations, workflow, staffing, forms, and procedures
- Ability to use a computer
- Ability to abstract and present significant facts from data
- Ability to interpret and apply complex laws, rules, and regulations
- Ability to review data and operations and make recommendations for change.
- Ability to maintain favorable public relations

**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.

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