

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DPTLTCHYEY20R

Civil Service Class and Level: Departmental Technician-E

Working Title (What the agency calls the position): Departmental Technician 7-E9

Name and Position Code Description of Direct Supervisor: GACKSTETTER, LANCE E; DEPARTMENTAL MANAGER-3

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): Professional Development Bureau

Division: Transparency & Accountability

Section: Records Resource

Unit: Records Support Unit

Work Location (City and Address)/Hours of Work: 7150 Harris Drive, Dimondale, MI 48821 / Monday - Friday, 8 a.m. - 5 p.m.

General Summary of Function/Purpose of Position: The records resource technician provides support for the Records Resource Section and receives and responds to records requests from state, local, or federal agencies. Technicians process routine, non-complex interdepartmental or interagency requests for Michigan State Police (MSP) records where legal analysis, knowledge of statutes, or case law research is not required. Technicians also provide support to analysts in the administration of the Freedom of Information Act (FOIA) with assistance searching for and compiling responsive records.

Assigned duties and tasks for each duty.

Duty 1: Search for, retrieve, and compile all requested records.

- Examine each assigned request and determine what information is needed to satisfy the request.
- Search for and gather requested information by accessing appropriate programs/databases.
- Retrieve records not centrally available by contacting the appropriate MSP units and divisions.
- Compile all records and prepare for review.

Duty 2: Review all records and determine the appropriate course of action.

- Read and review all records. · Redact information consistent with section policies and procedures, and statute.
- Notify management of requests that seek sensitive or high-profile records.
- Ensure timely responses in compliance with policies and procedures and section metrics.

Duty 3: Maintain excellent customer service for internal and external stakeholders.

- Communicate with requestors regarding department records and how to obtain copies of them.
- Contact requesters, as needed, to obtain extensions or to seek clarification or additional information related to a request.
- When appropriate, provide records to internal MSP employees as requested.

Duty 4: Provide section support and other duties as assigned.

- Assist assistant Freedom of Information (FOIA) coordinators by searching for responsive records.
- Assist section administrative staff with records activities and/or customer service.
- Assist with special projects or tasks.
- Other duties as assigned by management.

Types of decisions made independently and whom or what those decisions affect: Records will be gathered and redacted in compliance with section policy and procedure. Agencies who rely on these records to conduct law enforcement activities, protect vulnerable children or adults, and protect public health and safety require accurate and timely information from the Records Resource Section.

Types of decisions that require the supervisor's review: All special letters must be reviewed by a supervisor prior to mailing. Records that contain sensitive or high-profile records require notification to management.

Physical effort used to perform this job and environmental conditions of this position: Physical activities: standing, sitting, kneeling, lifting boxes (10-20 lbs.), carrying and bending. Mental stress due to workload volume and required compliance with 5-day response time. Reviewing accident, autopsy, and crime scene records which may be disturbing in nature

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: The most essential duty of this position is to review records requests and accurately and timely respond.

The function of the position's work area and how it fits into that function: The main function of the work area is to respond to requests for records. The Records Resource Section processes over 22,000 requests annually. 25% of those requests are processed by the Support Unit. The records technician processes routine, non-complex requests consistent with section policy and procedures.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

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 methods of operation, statute and policies/procedures, and ability to handle sensitive and confidential information in a professional and discrete manner.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A