

OFFICE OF FINANCIAL AND INSURANCE REGULATION JOB VACANCY NOTICE

CLASS/LEVEL: Departmental Specialist 13
DIVISION/SECTION: Licensing & Product Review Division
DEADLINE TO RESPOND: 4-17-09

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 INTERESTED APPLICANTS SHOULD SUBMIT A RESUME, COVER LETTER, DELEG APPLICATION AND COPY OF COLLEGE TRANSCRIPTS (INTERNET BASED TRANSCRIPTS ARE NOT ACCEPTED) TO DLEG, OFFICE OF FINANCIAL AND INSURANCE REGULATION, HUMAN RESOURCES/BUDGET DIVISION/OFIR 09-21, P.O. BOX 30220, LANSING, MICHIGAN 48909 OR FAX TO (517) 335-1450 BY THE DEADLINE DATE.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| COUNTY/LOCATION         | Ingham/Lansing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| PAY RANGE               | \$21.99-\$32.82/hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| DESCRIPTION OF POSITION | Position will function as assistant to the deputy commissioner (DC) and the sole agency contact for day-to-day operations with contract vendors for examination development and administration, precicensure/registration education and continuing education, and all other contracted services utilized by the Licensing and Product Review Division. Acts as liaison with division staff members, the DC, the compliance inspector and contract vendors to ensure statement of work for contract services are all encompassing to meet legislatively mandated needs. Designs and implements methods for program review of examination and education processes performed by vendors. Serves as the division's technical advisor for legally mandated testing and education functions. Assists contract compliance inspector to analyze and assesses vendor performance by conducting periodic reviews and assessments of services provided, accuracy of services and a determination if the vendor has fulfilled their contractual obligations. Responsible to formulate division procedures, policy and guidelines. Monitors section process procedures and makes recommendations to deputy commissioner. Conducts special projects and studies. Represents the DC at meetings. |
| EDUCATION               | Possession of a bachelor's degree in any major.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| EXPERIENCE              | Four years of professional business and administrative experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| SPECIAL REQUIREMENTS    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|            |                 |                                                                                                                                 |
|------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------|
| RESPOND TO | Posting No.:    | OFIR 09-21                                                                                                                      |
|            | Address:        | DLEG, Office of Financial & Insurance Regulation, Human Resources/Budget Division/OFIR09-21, P. O. Box 30220, Lansing, MI 48909 |
|            | E-Mail Address: |                                                                                                                                 |
|            | Fax:            | (517) 335-1450                                                                                                                  |

The State of Michigan is an Equal Opportunity Employer  
Civil Service Rule 1-7 states: All persons offered employment in the classified service are required to submit to and pass a pre-employment drug test as a condition of employment

**This is an announcement of a position vacancy and does not constitute an offer of employment.**

**1. Position Code**  
DEPSPL3

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

**POSITION DESCRIPTION**

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

|                                                                                                                 |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b><br>                                                               | <b>8. Department/Agency</b><br>LABOR AND ECONOMIC GROWTH                                                                      |
| <b>3. Employee Identification Number</b>                                                                        | <b>9. Bureau (Institution, Board, or Commission)</b><br>OFFICE OF FINANCIAL AND INSURANCE REGULATION                          |
| <b>4. Civil Service Classification of Position</b><br>DEPARTMENTAL SPECIALIST 13                                | <b>10. Division</b><br>LICENSING AND PRODUCT REVIEW                                                                           |
| <b>5. Working Title of Position (What the agency titles the position)</b><br>TESTING & EDUCATION SPECIALIST     | <b>11. Section</b>                                                                                                            |
| <b>6. Name and Classification of Direct Supervisor</b><br>JEAN M. BOVEN<br>STATE DIVISION DIRECTOR 17           | <b>12. Unit</b>                                                                                                               |
| <b>7. Name and Classification of Next Higher Level Supervisor</b><br>STEPHEN HILKER<br>STATE BUREAU DIRECTOR 18 | <b>13. Work Location (City and Address)/Hours of Work</b><br>611 W. OTTAWA, LANSING<br>8:00 A.M. - 5:00 P.M., MONDAY - FRIDAY |

**14. General Summary of Function/Purpose of Position**

Position will function as assistant to the deputy commissioner (DC) and the sole agency contact for day-to-day operations with contract vendors for examination development and administration, precicensure/registration education and continuing education, and all other contracted services utilized by the Licensing and Product Review Division. Acts as liaison with division staff members, the DC, the compliance inspector and contract vendors to ensure statement of work for contract services are all encompassing to meet legislatively mandated needs. Designs and implements methods for program review of examination and education processes performed by vendors. Serves as the division's technical advisor for legally mandated testing and education functions. Assists contract compliance inspector to analyze and assesses vendor performance by conducting periodic reviews and assessments of services provided, accuracy of services and a determination if the vendor has fulfilled their contractual obligations. Responsible to formulate division procedures, policy and guidelines. Monitors section process procedures and makes recommendations to deputy commissioner. Conducts special projects and studies. Represents the DC at meetings.

**For Civil Service Use Only**

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**                      **% of Time 40**

Acts as OFIR's technical project manager with current and future vendors to develop examination and education programs, conduct day-to-day contact with vendors to monitor the services provided by the vendor. Serves as agency expert for test development and administration, and prelicensure/registration and continuing education processes. Work with agency contract compliance inspector and vendors to assist with contract amendments.

**Individual tasks related to the duty.**

- Facilitates the development of complex Statements Of Work to be included in Requests For Proposal when contractual services are required. Works with appropriate section directors and staff to ensure Statements Of Work are comprehensive.
- Participates in the evaluations of vendor proposals on behalf of the DC. Advises DC on selection issues or concerns.
- Liaison with agency contract compliance inspector to secure compliance with contractual obligations; required to understand statutory mandates for examination, education requirements and reporting requirements, as well as internal program processes and contract content.
- Liaison with division and vendor staff, advisory boards, industry and other organizations to coordinate department programs and address complex licensing issues. Includes attending meetings and corresponding on behalf of the DC.
- DC's representative to participate in all examination development to ensure they are developed to minimum entry-level competence and in accordance with national standards, including the Standards for Educational and Psychological Testing.
- Ensures OFIR's complex program business rules are thoroughly documented and an operational manual exists for vendor processing. Maintains updated vendor operational procedures manual.
- Trains vendor staff on designated programs and processes to ensure correct operations.
- Assists agency contract compliance inspector to monitor vendor performance for accuracy and timeliness of all contractual functions. Assesses performance and advises DC.

Duty 2

**General Summary of Duty 2**                      **% of Time 30**

Monitors examination performance, analyzes pass/fail rates, troubleshoots exam performance when pass/fail rates deviate from acceptable levels. Fields industry concerns relating to examination content and performance. Resolves applicant complaints pertaining to testing and education issues. Designs and implements methods for program review and evaluation. Develops periodic reports sufficient to demonstrate examination performance, education content and course performance, and performance of all other responsibilities performed by contract vendors. Advises the DC on problem resolution.

**Individual tasks related to the duty.**

- Designs and implements methods for program review and evaluation.
- Analyzes ongoing vendor operations and performance, as well as complex issues relating to examination and education.
- Develops reporting for to assess vendor performance, including examination performance, education content and course performance, and a measurement and assessment of all other responsibilities performed by contract vendors.
- Collects and maintains program data sufficient to meet program reporting and evaluation requirements, to draw performance comparisons, and to meet the goals of the agency. Utilizes complex and interrelated events to assess program effectiveness.
- When performance is deemed insufficient, researches and conducts an evaluation of concerns and potential resolutions. Recommendations criteria, standards and modifications to the DC to rectify the problem.
- Fields questions/concerns from staff, industry, licensee/registant population or its representatives, education providers, national associations, and other interested parties. Advises the DC on all issues with recommendations for action as needed.
- Receives applicant complaints, researches, resolves and responds to issues regarding examination and education issues.
- Audits vendor performance and prepares vendor evaluations on behalf of the DC in accordance with contractual obligations
- Represents the DC at meetings.

Duty 3

**General Summary of Duty 3**

**% of Time 15**

Assists in program planning, policy and procedures development. Liaison with division section directors and staff to facilitate the implementation and updating of operational procedures for all major processes. Recommends division wide policy and procedures to the DC. Oversees division compliance with all reporting requirements within the division, bureau, and department.

**Individual tasks related to the duty.**

- Ensures systemic operations within each section by coordination with section directors for the development of succinct operational procedures for all major processes.
- In conjunction with each section director, develops a process by which operational procedures will be prepared and/or updated. Periodically measures for compliance.
- Evaluates process procedures for completeness; providing feedback to section directors making recommendations for improvement.
- Evaluates existing division wide policies and procedures. Recommends improvements.
- Develops division wide policy and procedures for recommendation to the DC.

Duty 4

**General Summary of Duty 4**

**% of Time 15**

Participates in budget development and strategic planning for the division. Conducts special projects and studies. Attends meetings on behalf of the DC. Other duties, as assigned.

**Individual tasks related to the duty.**

- Assists in program planning.
- Works with section directors and DC on issues of strategic planning.
- Designs and implements methods for program review, evaluation and conducts cost analysis.
- Prepares reports. Makes recommendations to the DC.
- Participates in developing division budget information.
- Conducts special projects that may include conducting surveys, researching complex issues, compilation of information and/or statistics.
- Assists the DC in program evaluation, determining best practices, and implementing program changes.
- Attends meetings on behalf of the DC.
- Speak at designated events.
- Other duties, as assigned.

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

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Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions related to complex statutory mandates pertaining to licensing or registration of individuals through examination and education processes performed by contract vendors. The entire Michigan resident and non-resident applicant and licensee/registration population for insurance producers and loan officers are affected by decisions. Additionally, internal staff and department representatives may be affected by these decisions. Decisions relating to contracted program services as performed by contract vendors. Staff and licensee/registrant populations are affected by these decisions.

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

Decisions that are controversial or political in nature, and when the correct course of action is unclear.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Position duties and tasks are performed in a traditional office environment that includes considerable sitting, occasional standing, limited lifting, microcomputer usage and normal office routines. Position requires occasional in-state travel by automobile and out-of-state travel usually by air. Occasional overnight travel is required.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

| <u>NAME</u> | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|-------------|--------------------|-------------|--------------------|
|             |                    |             |                    |

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

21. I certify that the above answers are my own and are accurate and complete.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**

**TO BE COMPLETED BY DIRECT SUPERVISOR**

**22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?**

I agree.

**23. What are the essential duties of this position?**

Oversight for all processes performed by contract vendors to ensure that all services are performed in accordance with the contract and all statutory mandates. The examination and prelicensure/education processes are contracted to be performed by outside vendors. These programs have a significant impact on individual's ability to enter the occupations and make a gainful living. It is essential that the specialist is able to interpret matters of law and contractual obligations. The duties are varied, complex and interrelated; therefore, it is essential the specialist is able to multitask in complex program areas with competing priorities. Because a large part of the position involves test development and administration, it is essential that the incumbent have knowledge of national test development standards. The position involves communication with internal staff, vendor representatives, applicants, licensees/registrants, industry representatives and other stakeholders in complex and sensitive situations, therefore, it is essential the specialist has excellent communications skills and the ability to work effectively with sensitive and critical matters.

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

New Position.

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

The division is responsible to license or register individuals and companies under ten different statutes. This position is critical in that it is responsible to oversee the development and administration of an occupational examination for individuals desiring to enter three occupations. Additionally, the positions oversees the implementation of the prelicensure/registration programs for two of these occupations. OFIR receives between 30,000 to 40,000 applications in these program areas annually, approximately 40% of which will be required to meet prelicensure/registant examination and education requirements. Additional this position is responsible to oversee the continuing educations programs that affect all licensees/registrants required to complete annual continuing education. The license population that must meet continuing education requirements is approximately 130,000, approximately 40 % are residents who must compete continuing education in Michigan.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

**EDUCATION:**

Possession of bachelor's degree in any major.

**EXPERIENCE:**

Four years of professional business and administrative experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advance (12) level. Experience in occupational test development and administration is highly preferred. Experience developing Requests For Proposals and proposal review and award is preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of occupational regulation. Knowledge of methods of planning, developing and administering programs. Knowledge of national standards and practices for occupational test development. Knowledge of state and federal legislative processes. Knowledge of program assessment, report development and effective program reporting. Requires excellent verbal and written communication skills. Ability to formulate policy and procedures based on statutory mandates, program requirements and processes. Ability to interpret complex regulations. Ability to plan, coordinate and administer multiple complex programs and projects that may be interrelated or independent with unknowns and multiple contingency factors. Ability to develop an RFP.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

27. 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's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. I certify that the entries on these pages are accurate and complete.

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date