

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**CORRECTIONS RESIDENT REPRESENTATIVE**

**JOB DESCRIPTION**

Employees in this job perform corrections resident representative assignments to carry out the disciplinary and dispute resolution processes for prisoners in accordance with their due process rights. Employees use established methods and procedures to work as hearings investigators and/or grievance coordinators at a correctional facility.

There is one classification in this job.

**Position Code Title - Corrections Resident Rep**

**Corrections Resident Representative E10**

This is the experienced level. The employee performs a full range of hearings investigator and/or grievance coordinator assignments and uses considerable independent judgment to interpret and apply departmental guidelines to a variety of situations.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Hearings Investigator:

Advises prisoners in preparing defenses to charges; may represent prisoners at hearings.

Investigates and determines meritoriousness of prisoners' objections to details of Disciplinary Actions (tickets) through witness interviews and documentation examination.

Advises prisoners of their rights, obligations, and responsibilities related to administrative hearings and discusses potential dispositions.

Obtains all relevant evidence necessary to conduct a hearing. May introduce testimony and exhibits at administrative hearings.

Prepares and maintains reports and case history files.

Reviews major misconduct reports for compliance with departmental rules and policies.

Conducts special investigations, as required.

Assists in developing rules and policies relating to prisoners' discipline.

May assist parole/probation officers by making home checks and verifying employment.

May perform shakedowns of staff and prisoners.

Reviews misconduct incidents for consistency and appropriateness.

May perform custody and security duties.

Performs related work as assigned.

Grievance Coordinator:

Processes Step One prisoners' grievances.

Logs and assigns identification numbers to grievances. Categorizes each grievance for analytical and statistical information.

Reviews and accepts or rejects prisoners' grievances.

Identifies and assigns appropriate staff person to respond to grievances.

Reviews staff responses to grievances for completeness and compliance with departmental policies and procedures, administrative rules, or statutes.

Monitors the grievance process to ensure grievances are processed within prescribed time limits and in accordance with applicable departmental policies and procedures.

Responds to prisoners' inquiries about their grievances and the grievance process in general.

Provides information and makes recommendations to staff regarding the proper handling of grievances.

Prepares and maintains reports and grievance files and records.

May interview staff and prisoners to obtain necessary information.

Performs related work as assigned.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Considerable knowledge of departmental and facility rules and regulations.

Ability to follow oral and written instructions.

Ability to interpret rules and regulations and apply to specific cases.

Ability to maintain records and prepare reports.

Ability to communicate effectively.

Ability to maintain favorable public relations.

### **Additional Knowledge, Skills, and Abilities**

#### **Corrections Resident Representative E10**

Hearings Investigator:

Some knowledge of what constitutes legal evidence.

Some knowledge of administrative hearing procedures.

Some knowledge of laws concerning rights of prisoners.

Considerable knowledge of effective interviewing and investigation techniques.

Considerable knowledge of prisoner disciplinary processes and the pertinent rules.

Ability to analyze case information.

Ability to obtain facts from observation and investigative techniques.

Grievance Coordinator:

Considerable knowledge of the prisoner grievance process and pertinent rules.

Some knowledge of effective interviewing and investigation techniques.

Ability to analyze grievance information.

Ability to handle sensitive and confidential matters.

### **Working Conditions**

Jobs are located in correctional facilities with direct daily contact with prisoners.

Jobs are located in an environment that may be extremely uncomfortable.

Jobs are located in an environment that involves significant chance of incurring a disabling or life threatening-injury.

Job duties require the ability to work in a hostile environment.

### **Physical Requirements**

The job duties require the absence of any physical limitation which would impair effective performance as a Department of Corrections employee.

### **Education**

Completion of 15 semester (23 term) college credits in any field.

### **Experience**

#### **Corrections Resident Representative E10**

Two years of experience equivalent to a Corrections Officer or Corrections Medical Officer, including one year equivalent to the Corrections Officer E9 or Corrections Medical Officer E9.

### **Special Requirements, Licenses, and Certifications**

Positions in this class are test-designated and subject to pre-appointment and random-selection drug and alcohol testing.

Satisfactory completion of the Department of Corrections annual re-certification and training programs is required.

The Department of Corrections may screen out applicants who have been convicted of a felony in accordance with Public Act 191 of 2017. Applicants who have been convicted of a misdemeanor or felony are ineligible for employment with the Department of Corrections until satisfactory completion of any sentence imposed, including parole or probation.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

### **JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

#### **Job Code**

CORRESREP

#### **Job Code Description**

CORRECTIONS RESIDENT REPRESENTATIVE

#### **Position Title**

Corrections Resident Rep

#### **Position Code**

CORRSREP

#### **Pay Schedule**

C12-005

05/01/2022