

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION
REGULATION AGENT

JOB DESCRIPTION

Employees in this job complete and oversee a variety of professional investigative assignments to ensure that state laws and regulations are adhered to in the provision of public services.

Position Code Title - Regulation Agent Dept Tr-E

Regulation Agent (Departmental Trainee) 9

This is the trainee level and a parallel classification to the Regulation Agent-E for classified state employees who do not possess a degree.

Position Code Title - Regulation Agent-E

Regulation Agent 9

This is the entry level. The employee performs a range of professional Regulation Agent assignments while learning the methods of the work.

Regulation Agent 10

This is the intermediate level. The employee performs an expanding range of professional Regulation Agent assignments in a developing capacity.

Regulation Agent P11

This is the experienced level. The employee performs a full range of professional Regulation Agent assignments. Considerable independent judgment is used to make decisions in carrying out assignments that have significant impact on services or programs. Guidelines may be available but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title - Regulation Agent-A

Regulation Agent 12

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Regulation Agents and performing experienced-level Regulation Agent assignments; or as a senior worker performing the most complex professional assignments.

NOTE: Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Analyzes complaints, conducts on-site investigations to ensure compliance, and completes reviews relative to suspected fraudulent activities involving services or programs governed by state and federal laws and regulations.

Investigates suspected violations by clients, providers, vendors, or employees of state and federal laws, licensing standards, rules, or other governmentally controlled regulations.

Researches, analyzes, and maintains, program data, including financial and other operating records.

Develops and follows investigation plans relative to allegations of fraud, waste, or abuse in government programs.

Analyzes and interprets state and federal rules, policies, regulations, and laws to determine appropriate issuance of benefits.

Follows up on complaints of violations of an act or law and determines corrective action to be taken.

Responds to inquiries from the public regarding possible violations or applications of law.

Delivers public speeches to interest groups regarding the regulated field.

Conducts field investigations, background investigations and other investigatory surveillance activities to obtain evidence necessary to affirm allegations of improper or illegal activity.

Collaborates with law enforcement agencies in regulatory matters involving criminal activities.

Advises service providers regarding regulatory requirements to gain or maintain compliance with state laws or regulations.

Responds to inquiries from the public, consumer organizations, and other governmental entities regarding interpretation and application of various state laws and regulations.

Testifies in administrative or judicial proceedings on violations of rules, laws, or regulations.

Advises prosecutorial authorities of technical information on applicable program policy or state and federal laws or statutes.

Mediates disputes by conducting informal conferences between clients, departmental staff, service providers, or other involved parties.

Prepares and serves subpoenas and requests and assists in obtaining and executing search warrants, or other legal instruments.

Researches and evaluates programs, recommends program policies and procedures, and designs plans of action to correct program deficiencies.

Analyzes and interprets existing and proposed laws, policies, and procedures as they relate to a program area, and offers analysis to the impact of ongoing program integrity efforts.

Develops and engages in educational and training programs.

Maintains records and prepares reports and correspondence.

Performs related work and other tasks as assigned.

Additional Job Duties

Regulation Agent 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Regulation Agent 12 (Senior Worker)

Regularly performs the most complex and difficult assignments in the work area.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE:

Some knowledge is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of investigative methods and techniques.

Knowledge of laws, statutes, policies, and procedures related to the work.

Knowledge of legislative processes.

Knowledge of administrative hearings, the criminal justice system, and court processes and procedures.

Knowledge of legal terminology and what constitutes legal evidence.

Knowledge of interviewing techniques.

Knowledge of report writing methods and procedures.

Ability to conduct investigations and analyze findings in conjunction with applicable statutes.

Ability to interview others, obtain evidence, and prepare detailed reports of findings.

Ability to interpret and apply complex laws, procedures, rules, and regulations.

Ability to mediate disputes.

Ability to provide testimony in courts of law or administrative hearings.

Ability to observe critically and determine appropriate courses of action.

Ability to maintain records and prepare reports and correspondence.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Regulation Agent 12 (Lead Worker)

Ability to train and assign work to other professionals.

Ability to prioritize, organize, and coordinate the work.

Working Conditions

Some jobs require travel.

Some jobs require an employee to work in adversarial situations or a hostile environment.

Physical Requirements

None

Education

Possession of a bachelor's degree in any major.

Experience

Regulation Agent 9

No specific type or amount is required.

Regulation Agent 10

One year of professional experience providing regulation and investigative services equivalent to a Regulation Agent 9.

Regulation Agent P11

Two years of professional experience providing regulation and investigative services equivalent to a Regulation Agent, including one year equivalent to a Regulation Agent 10.

Regulation Agent 12

Three years of professional experience providing regulation and investigative services equivalent to a Regulation Agent, including one year equivalent to a Regulation Agent P11.

Alternate Education and Experience

Regulation Agent (Departmental Trainee)

Education-

Educational level typically acquired through completion of high school.

Experience-

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution-

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

Regulation Agent 9

Two years of experience in a criminal justice agency, corporate security setting, or the United States Armed Services providing investigative services as an investigator or sworn detective may be substituted for the education and experience requirements.

Regulation Agent 10

Three years of experience in a criminal justice agency, corporate security setting, or the United States Armed Services providing investigative services as an investigator or sworn detective may be substituted for the education and experience requirements.

Regulation Agent P11

Four years of experience in a criminal justice agency, corporate security setting, or the United States Armed Services providing investigative services as an investigator or sworn detective may be substituted for the education and experience requirements.

Regulation Agent 12

Five years of experience in a criminal justice agency, corporate security setting, or the United States Armed Services providing investigative services as an investigator or sworn detective may be substituted for the education and experience requirements.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

See individual positions descriptions.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

REGLTNAGT

Job Code Description

REGULATION AGENT

Position Title

Regulation Agent-E

Regulation Agent-A

Regulation Agent Dept Tr-E

Regulation Agent-A

Regulation Agent-E

Position Code

REGLAGTE

REGLAGTA

REGLATRE

REGLAGTA

REGLAGTE

Pay Schedule

A02-013

A02-024

NERE-002P

NERE-262

NERE-281

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12/22/2024