

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.

There are four classifications in this job.

Position Code Title – Regulation Agent-E

Regulation Agent 9

This is the entry level. As a trainee, the employee carries out 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 in a full-functioning capacity. 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 may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other professionals or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

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.

Conducts investigations and analyzes complaints relative to fraudulent activities involving services or programs governed by state laws or regulations.

Investigates suspected violations of state or federal laws, licensing standards, rules, or other governmentally controlled regulations.

Researches and analyzes data through use of computer systems.

Reviews financial and other operating records.

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

Interviews witnesses, searches for evidence, preserves evidence, and prepares detailed reports of findings of regulatory violations.

Works with law enforcement agencies through the provision of technical expertise in regulatory matters involving criminal activities.

Provides information to service providers regarding regulatory requirements in order to gain or maintain compliance with state laws or regulations.

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

Testifies in administrative or judicial proceedings regarding regulatory violations.

Provides assistance to prosecutors and assistant attorneys general through the provision of technical information regarding applicable statutes.

Mediates disputes by conducting informal conferences between consumers, service providers, or other involved parties.

Prepares and serves subpoenas.

Maintains knowledge of laws and policies directly involved in and related to the work.

Develops and participates in educational and training programs regarding the regulated field.

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Maintains records and prepares reports and correspondence related to the work.

Performs related work 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)

Performs on a regular basis professional regulation agent assignments which are recognized by Civil Service as more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed 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 interviewing techniques.

Knowledge of recordkeeping systems.

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 provide testimony in courts of law or administrative hearings

Ability to observe critically, and determine appropriate courses of action.

Ability to conduct conferences to resolve disputes among parties.

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Ability to work as a member of a team.

Ability to input, retrieve, and manipulate computerized data.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability to deal with potentially hostile situations.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Regulation Agent 12 (Lead Worker)

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

Working Conditions

Some jobs require travel.

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

Some jobs require an employee to work in adversarial situations.

Physical Requirements

None.

Education

Possession of a bachelor's degree in business administration, criminal justice, criminology, law enforcement, police administration, security and loss prevention, or a related field.

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.

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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.

Alternative Education and Experience

Regulation Agent 9

Two years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Agent 10

Three years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Agent P11

Four years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Regulation Agent 12

Five years of experience as a sworn detective at a law enforcement agency may be substituted for the education and experience requirements.

Special Requirements, Licenses, and Certifications

None.

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

REGLTNAGT

Job Code Description

Regulation Agent

Position Title

Regulation Agent-E

Regulation Agent-E

Regulation Agent-A

Regulation Agent-A

Position Code

REGLAGTE

REGLAGTE

REGLAGTA

REGLAGTA

Pay Schedule

A02-013

NERE-281

A02-024

NERE-262