State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. ASPYSPV1

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** MDHHS-COUNTIES
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** FOA
4. Civil Service Position Code Description Assistance Payments Supv-1	**10. Division** ESA
5. Working Title (What the agency calls the position) Assistance Payments Supervisor 12	**11. Section** Gogebic/Iron/Ontonagon
6. Name and Position Code Description of Direct Supervisor JACKOVICH, ASHLEY A; SOCIAL SERVICES DIVISION ADMIN	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor LOVELL, LUTHER D; STATE BUREAU ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** / Various/ 8-5

14. General Summary of Function/Purpose of Position

The Assistance Payments Supervisor manages, directs, and monitors the activities of Eligibility Specialists in the Local Office. The Assistance Payments Supervisor provides support, direction and serves as a resource person to subordinate staff to ensure proper application of policies and procedures related to financial, medical, food assistance, and emergency assistance programs.

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

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage:** **40**

Provide ongoing supervision and direction to Eligibility Specialist staff.

Individual tasks related to the duty:

- Directs activities and provides assistance to Eligibility Specialists in the process of registration and eligibility determination of Medicaid, FAP, CDC, SER, and SDA.
- Evaluates performance and skill development of subordinate staff.
- Conducts staff meetings.
- Monitors staff workload, management techniques, and completed work assignments.
- Reviews subordinate staff casework to ensure accuracy and timeliness.
- Completes staff performance evaluations and takes disciplinary action when necessary.

Duty 2

General Summary: **Percentage:** **30**

Program Management.

Individual tasks related to the duty:

- Operationalizes the Medicaid, FAP, CDC, SER, and SDA programs, policies and procedures.
- Instructs staff on policies and procedures for the Medicaid, FAP, CDC, SER, and SDA programs.
- Analyzes work flow to ensure efficiency.
- Resolves issues with staff, as well as clients/customers.
- Participates in meetings with outside agencies.

Duty 3

General Summary: **Percentage:** **20**

Management of system issues.

Individual tasks related to the duty:

- Overall knowledge and ability to manage and assist staff in the utilization of Bridges.
- Troubleshoots for solutions of system issues.
- Refers Bridges problems to the Help Desk.

Duty 4

General Summary: **Percentage:** **10**

Other duties as assigned.

Individual tasks related to the duty:

- Maintains liaison relationship with community partners that provide service to the public.
- Represents the local office in outside capacities.
- Performs other duties as assigned by management.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Interprets policy and determines training needs for subordinate staff. Determines appropriate disciplinary action for staff. Distribution of work load to staff. Resolution of issues for staff and clients/customers.

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

When decisions impact on other work units or set precedence.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Responsibilities typically involve sitting, standing, and bending.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

NAME	CLASS TITLE	NAME	CLASS TITLE
NEUENS, APRIL M	ASSISTANCE PAYMENTS WORKER-A 8	BIGALKE, CASEY L	ASSISTANCE PAYMENTS WORKER-E E10
MARCELL, JENNIFER	ASSISTANCE PAYMENTS WORKER-A 11	CLEARY, SCOTT R	ASSISTANCE PAYMENTS WORKER-A 11
PARENT, JULIE K	ASSISTANCE PAYMENTS WORKER-A 11		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	Train employees in the work.

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

New position.

23. What are the essential functions of this position?

Position primarily functions as the supervisor over a unit of Eligibility Specialists.

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?

This position is located in the Local Office. The function of this position is to provide supervision to Eligibility Specialists who determine eligibility for the Medicaid, CDC, SER, and FAP programs.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:

Four years of experience equivalent to an Assistance Payments Worker, including two years equivalent to an Assistance Payments Worker E10.

See Civil Service Job Specification for Alternate Education & Experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Program Policy, and systems knowledge. Case management skills. Ability to multi-task, handle high volume, and have strong interpersonal skills.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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

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	Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

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

ANDREW MANNING	10/14/2026
Appointing Authority	**Date**

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.

Employee	Date