

**State of Michigan**  
**Civil Service Commission**  
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.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Civil Service Commission
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) BDAS
4. Civil Service Classification of Position Departmental Analyst 12	10. Division
5. Working Title of Position (What the agency titles the position)	11. Section Production Support
6. Name and Classification of Direct Supervisor Mallory Gruhn, Departmental Manager 14	12. Unit
7. Name and Classification of Next Higher Level Supervisor Holly Hibbard, State Administrative Manager 15	13. Work Location (City and Address)/Hours of Work 400 S Pine St, Lansing, MI 8:00-5:00 Monday-Friday

14. General Summary of Function/Purpose of Position

This position is located within the Production Support Unit. The position serves as the recognized resource for benefits (BN), including Retirement, Benefits Open Enrollment (BOE), Affordable Care Act (ACA), and Benefits for Life Open Enrollment (BFLOE) in HRMN for the State of Michigan. The position is responsible for the operational execution of these programs but also for the design of proposed solutions to meet identified business needs and leads DTMB HRMN-IT developers, contractors, business owners, and other BDAS staff through design, configuration, development, and implementation. The position performs higher level professional research and analysis assignments pertaining to BN processes and procedures encompassing employee groups, health, dental, vision, employee and dependent life, long term disability, flexible spending and retirement benefit plans. This position has extensive daily collaboration and contact with staff from MCSC Employee Benefits Division (EBD), Department of Technology, Management & Budget (DTMB), MCSC MI HR Service Center, MCSC DMO, MCSC Compensation, SIGMA, agency Human Resource Offices, and third-party administrators outside of state service. This position also serves as a member of various project teams.

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**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\_\_\_\_\_**

This position is independently responsible for HRMN benefits functionality, providing analysis and oversight of processes, coordinating activities, establishing priorities, and resolving issues.

**Individual tasks related to the duty.**

- Creation, analysis and validation of benefit plan processes and procedures; provide recommendations for greater efficiency and effectiveness. Lead implementation of approved recommendations.
- Creation, analysis, validation and maintenance of employee groups, termination, change and add rules. Direct others in the interpretation and use of employee groups. Resolve the most complex issues related to employee groups.
- Coordinate all HRMN set up and changes for BOE, BFLOE and retirement including scheduling jobs and resolving complex issues.
- Identify, test and resolve complex benefit issues, including communicating with agency, ORS, EBD, MI HR, VOYA and other third-party administrators to ensure contributing factors are addressed.
- Adapt priorities to design, test, validate and implement changes due to federal, state, legislative, or departmental requests.
- Identify efficiencies in open enrollment processes to reduce processing time and errors and lead others through implementation of the same.
- Coordinate development and testing of complex process flows for benefit related activities in HRMN.
- Review and maintain related Step Action Tables and Job Aids.
- Collect and analyze program data to assist technical staff with set up.
- Use knowledge of existing software applications to determine how differences could affect current processes.
- Communicate validated solutions to all affected users.
- Create documentation following established standards and templates.
- Continue to monitor solutions after implementation and follow up as appropriate.
- Assist co-workers with resolving complex HRMN benefit issues.

Duty 2

**General Summary of Duty 2**

**% of Time \_\_\_\_\_10**

Participate in ongoing HRMN benefits functionality implementation.

**Individual tasks related to the duty.**

- Provide HRMN benefits functionality expertise on all new pertinent program development and functionality implementation.
- Use Lawson Query and Upload tools to support benefit program development. Research and analyze new system functionality as it pertains to state processes.
- Participate in design, testing, validation, implementation, maintenance and communication of new functionality and processes.
- Lead in the inclusion of benefits functionality in the design of cross-functional programs between human resources, benefits, and payroll.
- Research, identify, document, and communicate opportunities for improved program and process efficiencies. Lead implementation of the same.
- Recommend and coordinate all changes to programs regardless of level of complexity.
- Analyze configuration change requests from end-users. Independently handle complex configuration change requests consulting management when large impact to current programmatic processes.
- Provide consultation to process owners on configuration change requests and impact of the same ensuring no loss of functionality or efficiency and maintaining programmatic integrity. Enter configuration changes that have been approved by the process owner.

**Duty 3****General Summary of Duty 3****% of Time 20 \_\_\_\_**

Provide functional guidance and support to end users of HRMN in matters of benefits processing.

**Individual tasks related to the duty.**

- Research and respond to all questions from end users in HR Offices, MI HR, DMO and EBD regarding benefit processing.
- Assist co-workers with responding to complex benefit processing questions.
- Help resolve HRMN employee record requests regarding compensation, HR, time accrual and training issues.
- Analyze employee personnel actions and salary histories to determine appropriate corrections to employee records including those of high complexity due to various factors including length of time, amount of changes since the requested retroactive date, etc.
- Create action items and/or emails to inform SIGMA staff of any changes that may affect effective dates and appointments in SIGMA. Work with SIGMA team to lessen impact of changes and resolve any outstanding procedure, policy or programmatic issues.
- Respond to questions from end users regarding HRMN processes and procedures.
- Modify HRMN processes and procedures as necessary to respond to customer needs.
- Create new job aids and training materials as necessary.
- Make recommendations for configuration changes to HRMN based on analysis and evaluation of requests received.
- Maintain configuration source documentation.

Duty 4

**General Summary of Duty 4**

**% of Time** \_\_\_\_ **10**

Serves as the subject matter expert for HRMN benefits processing in the Affordable Care Act (ACA), Benefits Open Enrollment (BOE), and Benefits for Life Open Enrollment (BFLOE) projects.

**Individual tasks related to the duty.**

- Determines functional complex requirements for changes to existing benefit plans, setting up new benefit plans and ending existing plans. Leads business owners through the changes.
- Designs and maintains documentation for benefit plan changes and new plan set up.
- Identifies requirements for and coordinates scheduling of batch jobs.
- Conducts testing and validation for benefits processing.
- Coordinates and completes BOE related tasks and configurations.
- Creates communication for third party carriers.

- 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.**

Creation of benefit and human resource processes, employee group coding, analysis of data, training material creation, process documentation, issue resolution, Lawson Query and Upload and MI HR Service Center and HR office support.

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

Items with impact to current state policies.

- 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.**

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):

☐ Complete and sign service ratings.

☐ Assign work.

☐ Provide formal written counseling.

☐ Approve work.

☐ Approve leave requests.

☐ Review work.

☐ Approve time and attendance.

☐ Provide guidance on work methods.

☐ Orally reprimand.

☐ 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?

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

To serve as the recognized resource for benefits in the HRMN system as outlined in this position description.

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

The position now includes more strategic and system-design responsibilities. It requires a higher degree of independent judgement that goes beyond the responsibilities of the 9-P11 level classification.

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

The BDAS, Production Support area is responsible for developing and testing new HR, LP and BN functionality, for researching and resolving issues and for developing and maintaining processes and procedures in the HRMN system. The subject position is responsible for these duties with expert emphasis on the Benefit module in the HRMN system.

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

**EDUCATION:**

Bachelor's degree or equivalent on the job experience.

**EXPERIENCE:**

Three years of professional experience in the HRMN system.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of the Lawson Benefit module and the State of Michigan benefit plans. The ability to analyze changes to the SOM benefit plans and the impact these changes have on benefits. Organization and interpersonal skills. Ability to work successfully in a team environment. Effective customer support principles.

**CERTIFICATES, LICENSES, REGISTRATIONS**

*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