

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

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| Position Code 1. DEPTALTEM06Y |
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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.

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| 2. Employee's Name (Last, First, M.I.) | 8. Department/Agency Civil Service Commission |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) Data and Applications Support |
| 4. Civil Service Position Code Description Departmental Analyst-E | 10. Division |
| 5. Working Title (What the agency calls the position) Departmental Analyst | 11. Section Production Support |
| 6. Name and Position Code Description of Direct Supervisor Mallory Gruhn, Departmental Manager 14 | 12. Unit |
| 7. Name and Position Code Description of Second Level Supervisor Holly Hibbard, SAM 15 | 13. Work Location (City and Address)/Hours of Work 400 S. Pine Street, Lansing MI 48933 / Monday - Friday, 8 AM to 5 PM |

14. General Summary of Function/Purpose of Position

This position is located within the Production Support Unit. In a learning capacity, this position is responsible 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 in a learning capacity including configuration, testing, and validation as well as working with DTMB HRMN-IT development staff and contractors under Production Support management guidance on design of proposed solutions to meet identified business needs. This position has extensive daily 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.

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: 25

Under management guidance as needed, this position is responsible for HRMN benefits functionality, providing analysis and oversight of processes, coordinating activities, establishing priorities, and resolving issues.

Individual tasks related to the duty:

- Identify HRMN benefit issues as technical, procedural or data entry and take appropriate action(s).
- Identify, test and resolve benefit issues, including communicating with agency, EBD, MI HR, and/or third-party administrators to ensure contributing factors are addressed. Escalate complex benefit issues to management for guidance and direction.
- Continue to monitor solutions after implementation and follow up as appropriate.
- Assist co-workers with resolving non-complex HRMN benefit issues.
- Gather background data needed to develop solutions to processing issues.
- Develop scenarios to test proposed solutions.
- Evaluate outcomes against expected results with documentation and resolution of unexpected results.
- Collect and analyze program data to assist technical staff with set up.
- Use knowledge of existing software applications to recommend how differences could affect current processes.
- Communicate the validated solution to all affected users.
- Development, analysis, maintenance, and validation of related employee groups. Escalate complex benefit group issues to management for guidance and direction.
- Create documentation following established standards and templates.

Duty 2

General Summary:

Percentage: 15

Participate in ongoing HRMN functionality implementation.

Individual tasks related to the duty:

- Provide HRMN benefits functionality input on all new pertinent program development and functionality implementation.
- Research and analyze new system functionality as it pertains to state processes.
- Participate in design, testing, implementation and communication of new functionality and processes.
- Provide HR and benefits background and experience to assist in the design of cross-functionality between human resources, benefits, and payroll.
- Research, identify, document, and recommend opportunities for improved program and process efficiencies.
- Recommend and coordinate changes to programs.
- Analyze configuration change requests from end-users. Escalate complex configuration change requests to management for guidance and direction.
- Enter configuration changes that have been approved by the process owner.

- Create and analyze Lawson queries and uploads.

Duty 3

General Summary:

Percentage: 15

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

Individual tasks related to the duty:

- Research and respond to questions from end users in HR Offices, MI HR, DMO and EBD regarding benefit processing. Escalate complex questions to management for guidance and direction.
- Assist co-workers with responding to non-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; escalate complex corrections to management for guidance and direction.
- Create action items and/or emails to inform SIGMA staff of any changes that may affect effective dates and appointments in SIGMA.
- Respond to questions from end users regarding HRMN processes and procedures.
- Modify HRMN processes and procedures as directed 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:

Percentage: 25

Serve as the HRMN benefits functionality resource on the Benefit Open Enrollment (BOE) and Benefits for Life Open Enrollment (BFLOE) projects.

Individual tasks related to the duty:

- Determines functional requirements for changes to existing benefit plans, setting up new benefit plans and ending existing plans. Escalates complex requirements to management for guidance and direction.
- Maintains documentation for benefit plan changes and new plan set up.
- Identifies requirements for 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.

Duty 5

General Summary:

Percentage: 20

Serve as a resource for Retirement and ACA, providing analysis and oversight of processes, coordinating activities, establishing priorities, and resolving issues.

Individual tasks related to the duty:

- Provide HRMN subject matter input for retirement updates.

- Develops, analyzes, maintains, and validates retirement plans to meet the state's business needs.
- Develops, analyzes, maintains, and validates related employee groups.
- Reviews and maintains Step Action Tables, Job Aids and training materials.
- Guides business owners and staff in the proper processing and use of benefit plans.
- Ensures vendor interface files are working properly.
- Researches issues and provide accurate responses.
- Identifies and recommends business solutions to the business owner when a change to existing plans or creation of a new plan is necessary.

Duty 6

General Summary:

Percentage:

Individual tasks related to the duty:

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

Under management guidance, resolve processing issues and ensure proper configuration for benefits in HRMN.

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

Process documentation, coding, and issue resolution that impacts current state policies. Functionality changes impacting current processing. Complex requests for process and configuration changes.

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.

Standard office environment. This position will utilize a computer in the completion of assignments majority of the time

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.

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

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| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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?

N/A

23. What are the essential functions of this position?

Under management guidance, responsible for benefit processing functionality in the HRMN system. This involves creation and maintenance of plans, employee records, resolving issues related to the plans, and developing processes and procedures.

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

PD updated to accurately reflect current duties and responsibilities, level of independence.

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

Production Support is responsible for developing and testing new HR, Benefit, and Absence Management (LP) functionality, for researching and resolving issues and developing and maintaining processes and procedures in the HRMN system. The subject position is responsible for these duties with emphasis on Benefits and Retirement processing, and projects such as BOE, ACA, and BFLOE in the HRMN system.

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

Possession of a bachelor's degree in any major.

EXPERIENCE:**Departmental Analyst 9**

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the Lawson functionality as it relates to benefits processing and benefit plans; and the State of Michigan rules and regulations that affect those areas as they relate to the HRMN system. Knowledge of the entire HRMN system.
- Ability to work and think independently, self-starter and self-motivated.
- Analytical skills and customer service oriented.

**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.

N/A

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

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