

State of Michigan  
Civil Service Commission

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

Position Code  
1. DPTLTCHEZ31R

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> MILEAP
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Office of Early Childhood
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL TECHNICIAN-E	<b>10. Division</b> Child Development & Care (CDC)
<b>5. Working Title (What the agency calls the position)</b> Departmental Technician-E	<b>11. Section</b> Program Administrative Support
<b>6. Name and Position Code Description of Direct Supervisor</b> VACANT; DEPARTMENTAL SUPERVISOR-2	<b>12. Unit</b> Call Center
<b>7. Name and Position Code Description of Second Level Supervisor</b> ROLOFF, MELANIE K; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 105 W. Allegan St. Lansing, MI 48933 / Monday-Friday 8:00am-5:00pm

**14. General Summary of Function/Purpose of Position**

This position works in the Child Development and Care (CDC), Program Administrative Support (PAS) section. The position serves as part of a team responsible for answering a high volume of telephone calls in a Call Center environment. The Call Center handles calls related to CDC billing and payments, authorizations and assignments, provider enrollment processes, as well as other CDC related issues. This position may assist with completing the CDC License Exempt Provider Enrollment process to determine eligibility. The enrollment process includes ensuring paperwork is complete, telephone interviews are done, provider information is entered into BRIDGES accurately, and criminal backgrounds have been run. The Department Technician also utilizes JIRA by creating issues in a database that routes them through the appropriate area within CDC for resolution.

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: 75**

Responds to inquiries from child care parents, providers, and partners within a call center environment.

**Individual tasks related to the duty:**

- Respond to inquiries from the public, clients, CDC providers and staff regarding CDC program and policy guidelines, status of provider enrollment, payments, or interpretation of the Child Development and Care Handbook.
- Research inquiries and concerns by accessing numerous computer systems such as BRIDGES, CCAC, I-Billing, SOS, and JIRA to research and provide information necessary to resolve inquiries.
- Access MiLEAP shared drive to review the most recent procedures for creating issues in JIRA.
- Provide technical assistance and instructions to answer questions and resolve client/provider problems.
- Verifies that all pertinent information is provided within the JIRA database.
- Ensures all information shared to providers/parents is appropriately verified prior to releasing sensitive information to the caller.
- Instruct providers how to use the I-Billing system and MiRegistry as it relates to training.
- Directs callers how to navigate the CDC website and other parent/provider resources.
- Ensure that all reference materials are up to date.
- Notify management of critical and emergent issues identified by callers.
- Ensures minimum number of calls are taken daily.
- Refer to on-line policy manuals and the CDC Handbook for rules, regulations and processes related to the Child Development and Care program.
- Follows protocol established by management for the Cisco call center system.
- Directs parents who are looking for child care to the Great Start to Quality website.
- Reports system and/or phone issues to Supervisor, Lead Worker, and Manager immediately upon discovery of a problem.

**Duty 2****General Summary:****Percentage: 15**

Assist with processing of license exempt provider enrollment applications when needed.

**Individual tasks related to the duty:**

- Review and evaluate documents received to determine if prescribed enrollment requirements are met.
- Reaches out to providers via phone, or mail to obtain missing and/or incomplete paperwork.
- Conducts provider's telephone interviews according to defined guidelines.
- Ensure all pertinent information for provider enrollment is received and appropriately documented.
- Processes applications in Bridges, ensuring all requirements are met and information is entered correctly.
- Review of criminal history information.
- Propose revisions to the application form and processes as may be dictated by changes in law or rules.
- Knowledge of enrollment procedures and forms.
- Maintains an organized workspace while processing applications in an expeditious manner.
- Ensure the minimum number of applications are completed on a weekly basis

**Duty 3****General Summary:****Percentage: 10**

Other duties as assigned.

**Individual tasks related to the duty:**

- Attend staff meetings.
- Attend training sessions and webinars.
- Review policy and scripts to ensure knowledge of updated technology issues, policies, and processes. This should be done when there are changes, but at a minimum once a quarter.
- Maintain confidentiality.
- Completed training required in a timely manner.
- Filing and document management.
- Participate in workgroups representing CDC and PAS
- Contributes suggestions for change and improvement to CDC management.
- Assist with training when needed.

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

This position requires independent judgment in applying applicable policy to the information provided by the providers, parents, or partners. This position also requires:

- The ability to communicate effectively.
- Knowing when to seek assistance.
- The ability to work both independently and as a team.
- The ability to review detailed information and determine needed actions.

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

- Conflicts in data, determining priorities and identifying unit responsibilities and processes.
- The reporting of information that may be politically sensitive.
- The reporting of unresolved discrepancies.
- Handling unusual circumstances involving eligibility requirements/interpretations of laws/rules or in the implementation of new department policy and procedures.

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.

- Requires the employee to sit at a desk for several hours at a time.
- Extensive use of the telephone and computer is required.
- Requires the employees to sometimes deal with challenging and angry callers.

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):

- |   |  |
|---|--|
| <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?

Yes.

23. What are the essential functions of this position?

- This position reviews provider enrollment information to determine eligibility. In addition, this position conducts phone interviews.
- The essential duties of this position are to respond to inquiries from the public, clients, CDC providers and partners regarding CDC program policy guidelines, status of payments or interpretation of the CDC Handbook in a call center environment.
- Additional duties include researching inquiries and concerns by accessing numerous computer systems such as BRIDGES, CCAC billing system, JIRA, to research and provide information necessary to resolve inquiries.

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

Minor wording updates as well as shifts in job duty percentages, otherwise overall job duties remains the same.

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

- This position facilitates the processing for License Exempt Provider Applicants to ensure proper enrollment steps are taken and eligibility is determined appropriately.
- The CDC Program office is responsible for ensuring CDC payments are accurate and developing policies and processes to ensure accuracy and integrity of CDC payments. This position will assist in ensuring payments are accurate.
- The Departmental Technician is responsible for responding to inquiries from the public, CDC parents and providers, and partners regarding CDC program policy guidelines, status of payments or interpretation of the CDC Handbook as well as researching inquiries and concern for prompt resolution.

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

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Departmental Technician 7**

One year of experience performing administrative support activities equivalent to the 7-level in state service.

**Departmental Technician 8**

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

**Departmental Technician E9**

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

**Alternate Education and Experience**

**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

**Departmental Technician 8**

Possession of a Bachelor's degree may be substituted for the experience requirement.

**Departmental Technician E9**

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the techniques of using reference materials and organizing data for preparing and using reports.
- Ability to analyze data and operations and make recommendations for change.
- Ability to conduct training and information sessions.
- Ability to abstract and present significant facts from data.
- Ability to effectively communicate orally and in writing.
- Ability to follow instruction/guidance to resolve work problems.
- Ability to work both individually as well as part of a team.
- Knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.
- Knowledge of the techniques of using reference materials and organizing data for reports.
- Knowledge of the techniques of interviewing and of obtaining information.
- Knowledge of organizations, work flow, staffing, forms and procedures.
- Ability to use a microcomputer may be required for certain positions.
- Ability to abstract and present significant facts from data.
- Ability to interpret and apply complex laws, rules and regulations.
- Ability to analyze data and operations and make recommendations for change.
- Ability to conduct training and information sessions.
- Ability to communicate effectively.
- Ability to maintain favorable public relations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*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.***

MICHAELA CAREY

6/1/2026

\_\_\_\_\_  
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