

## Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

**Position Code:** CUSSREPEA03R

**Civil Service Class and Level:** Cust Srv Rep-E

**Working Title (What the agency calls the position):** Customer Service Representative

**Name and Position Code Description of Direct Supervisor:** MANNAUSA, EMILY A; DEPARTMENTAL MANAGER-3

**Department/Agency:** STATE POLICE

**Bureau (Institution, Board, or Commission):** Information and Technology Bureau

**Division:** Criminal Justice Information Center

**Section:** Criminal History Section

**Unit:** Applicant Processing and Modification Unit

**Work Location (City and Address)/Hours of Work:** 7150 Harris Drive, Dimondale MI, 48821 / Monday through Friday, 8 a.m. to 5 p.m.

**General Summary of Function/Purpose of Position:** The position is responsible for answering questions related to criminal history background checks, criminal conviction set asides, concealed pistol licenses, firearms purchase licenses, crash/crime data, and other CJIC program areas. In addition, the employee provides technical support by resetting and troubleshooting web service application passwords for systems such as the Internet Criminal History Access Tool (ICHAT) and the Criminal History Records Internet Subscription Service (CHRISS). The position also monitors and responds to voicemail and e-mail inquiries received through the CJIC Help Desk, ensuring timely triage, documentation, and resolution. This position must function in a bias free manner.

**Assigned duties and tasks for each duty.**

**Duty 1:** Interact with the public, governmental, and non-governmental agencies via telephone and e-mail to answer questions and disseminate information regarding all areas within CJIC working within established guidelines and procedures.

- Apply working knowledge of CJIC program areas, including criminal background checks, criminal conviction set asides, concealed pistol licenses, firearms purchase licenses, and crash/crime data inquiries, to respond to customer inquiries.
- Explain application processes administered by the Michigan State Police in a clear and professional manner.
- Ask clarifying questions to determine the nature of the caller's request and provide appropriate information.
- Refer customers to other sources, such as local agencies or websites, when requests fall outside of CJIC scope.
- Alert supervisors when information is missing, unclear, or inconsistent in the knowledge base to support continuous improvement.

**Duty 2:** Provide frontline customer service and technical support by reconciling and responding to user requests for password resets and account access issues across Michigan State Police web-based service applications within CJIC.

- Reset and troubleshoot user access for the Internet Criminal History Access Tool (ICHAT) and the Criminal History Records Internet Subscription Service (CHRIS).
- Verify user credentials and authorization before processing requests to protect security and data integrity.
- Provide clear instructions and guidance to users on login procedures, password requirements, and account best practices.
- Identify recurring technical issues and escalate to system administrators for resolution.
- Maintain confidentiality while handling sensitive or restricted access requests.

**Duty 3:** Retrieve and respond to e-mails and voicemails recorded on the Help Desk phone line and the general Help Desk e-mail box.

- Monitor incoming messages on the Help Desk phone line and shared e-mail inbox, prioritizing requests based on urgency.
- Provide direct responses to routine inquiries or route requests to the appropriate staff for resolution.
- Record all customer contacts, actions taken, and outcomes in the Help Desk tracking system for auditing and performance monitoring.
- Monitor open cases to ensure follow-up and closure within established timelines.
- Identify patterns or recurring issues in customer contacts and share findings with supervisors to support service improvements.

**Duty 4:** Other duties as assigned.

- Review procedures and update training manuals that the unit is responsible for maintaining.
- Attend meetings as needed.
- Miscellaneous tasks as assigned.

**Types of decisions made independently and whom or what those decisions affect:** Employee works to support the customer service-oriented work environment. This position must be able to determine the appropriate unit to forward calls to and properly assign call tickets. All employees must maintain confidentiality of personal information from callers.

**Types of decisions that require the supervisor's review:** Questions or concerns that may arise with callers and processes/procedures that require management decisions

**Physical effort used to perform this job and environmental conditions of this position:** Standing, sitting, carrying, walking, and bending. Extensive use of the computer (repetitive motion) and phone (vocal performance/customer service tone). Responses from stakeholders can contribute to difficult conversations. It is critical that the employee maintains positive and helpful customer service throughout physical and emotional effort exerted. The environmental conditions are typical State of Michigan office environments.

**Names and classes and levels of employees whom this position immediately supervises:**

**The essential functions of this position:** As a representative of the Department, this position interacts with customers in a service center environment utilizing knowledge base and case management tools to answer questions using appropriate customer service and counseling techniques.

**The function of the position's work area and how it fits into that function:** This position serves as the primary customer service representative utilizing knowledge base, case management tools, and web services to retrieve and interpret information for the public, governmental agencies, and non-criminal justice agencies. Communication tools would include both telephone and email and accurately recording and assigning tickets through the data collection system. This includes answering questions regarding criminal history background checks, criminal conviction set asides, concealed pistol licenses, firearms purchase licenses, and other areas within the Criminal Justice Information Section. This position is also responsible for resetting webservice application passwords and retrieving and responding to voicemail inquiries.

**Minimum education, experience, and credentials typically needed to perform the position's essential functions:**

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Customer Service Representative 6**

One year of experience responding to customer inquiries and resolving problems or one year of administrative support experience.

**Customer Service Representative 7**

Two years of experience responding to customer inquiries and resolving problems, including one year equivalent to a Customer Service Representative 6.

**Customer Service Representative E8**

Three years of experience responding to customer inquiries and resolving problems, including two years equivalent to a Customer Service Representative 6 or one year equivalent to a Customer Service Representative 7.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to work independently with a minimum of supervision. Ability to rationalize and make decisions based on knowledge of state statutes and departmental procedures. Familiarity with the keyboard, ability to interact in a professional manner with the public by telephone. This role requires a strong focus on professionalism, customer service, and the safeguarding of sensitive information.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.