

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

Position Code 1. CUSSREPE

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 MILEAP
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Higher Education
4. Civil Service Position Code Description Cust Srv Rep-E	10. Division Student Aid and Access (SAA)
5. Working Title (What the agency calls the position) Customer Care Representative	11. Section Customer Care Center
6. Name and Position Code Description of Direct Supervisor BROWN, NICHOLAS J; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor COSME, DIANN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 105 W. Allegan St. Lansing, MI 48933 / 8:00 am-5:00pm Monday-Friday

14. General Summary of Function/Purpose of Position

This position serves as the primary customer contact in a service center environment utilizing knowledge base and case management tools to assist customers. Communicating with the public via the telephone and e-mail. Answering questions regarding the State and Federal financial aid process and assists in the completion of various program applications. Explains Office of Higher Education policies and procedures and program legislative language. Utilizes knowledge base information to answer customer inquiries. .

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: 60

In a service center environment, interacts with customers via telephone to answer questions and disseminate information regarding the State and Federal financial aid process, verify student eligibility of aid programs, and work within established guidelines and procedures.

Individual tasks related to the duty:

- Utilize knowledge base information to answer customer inquiries.
- Explain the basis of eligibility.
- Explain the application of payments to institutions on behalf of students.
- Ask additional questions of the caller to ensure an understanding of the case.
- Respond to questions with options a student may have on any given program process.
- Respond to questions regarding payments or refunds.
- Explain statutory guidelines for eligibility.
- Initiate standard correspondence.
- Recommend other sources of aid such as private organizations and scholarship searches.
- Review account information.
- Interact both verbally and in e-mail correspondence with individuals, higher education institutions, high schools, and other state agencies regarding student accounts/eligibility.
- Input, update/retrieve information from various systems including those not on MiSSG (portal data).

Duty 2

General Summary:

Percentage: 15

Maintain and reconcile student record activity.

Individual tasks related to the duty:

- Calculate student exception and eligibility reports and perform appropriate adjustments to accounts within established guidelines as needed.
- Regenerate mail returned to unit as undelivered. Enter/update demographic information in MiSSG student record.
- Input, update/retrieve information from various systems to update student records with activity/action taken.
- Review exception reports for next action.
- Review various Student Financial Services Bureau knowledge base systems as well as systems available through partnerships to obtain/confirm appropriate student demographic information.

Duty 3

General Summary:

Percentage: 10

Support customer service and outreach initiatives.

Individual tasks related to the duty:

- Process mailings of outreach materials to stakeholders.
- Assist in contacting stakeholders as a follow-up from outreach event or inquiry.
- Utilize outreach surveys to monitor stakeholder responses.
- Utilize outreach scholarship database and resources to provide further assistance in resources beyond division programs.
- Participate in training and development opportunities to encourage world class customer service environment.
- Maintain knowledge of aid programs, legislative rules/regulations, and internal processes.

Duty 4

General Summary:

Percentage: 15

Other duties as assigned. Perform scholarship searches for families using several database tools including the Office of Higher Education place-based scholarship database.

Individual tasks related to the duty:

- Interview student to gather profile data.
- Initiate standard letters.
- Use tool to search for scholarships that match profile.
- Recommend matching scholarships with students.
- Conduct surveys.
- Assist with other duties as assigned.

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

This position reviews student records within MiSSG and follows policies and procedures instituted by Student Aid and Access (SAA). Employee communicates with stakeholders to acquire documents/information for determining eligibility and resolving student records. Employee works to support customer service oriented work environment. All employees must maintain confidentiality of student/family personal information.

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

Questions or concerns that may arise with MiSSG, eligibility, and processes/procedures that require management decisions.

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.

Extensive use of the computer (repetitive motion) and phone (vocal performance/customer service tone), meeting deadlines and shifting priorities. Responses from stakeholders can contribute to difficult conversations. It is critical that employee maintains positive and helpful customer service throughout physical and emotional effort exerted.

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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | 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?

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 and resolve student record problems using appropriate customer service and counseling techniques.

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

The appointing authority is requesting the conversion from the Treasury Customer Service Representative classification as the position no longer is in the Treasury process level, and does not perform any functions related to tax or tax audits. The position functions remain the same as established.

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

The function of this work area is to provide MiSSG, customer service, and outreach assistance to stakeholders. This position fits into function by utilizing technical abilities and complete working knowledge of MiSSG to serve customers in processing work effectively and efficiently and supporting customer service and outreach efforts.

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

EDUCATION:

Education level 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:

- Knowledge of customer relationship/customer service techniques and practices.
- Knowledge of customer service management tools and computer software applications.
- Ability to handle high volume of customer contacts while maintaining a positive attitude.
- Ability to work in a highly structured, measurement-oriented environment.
- Ability to navigate through multiple computer applications.
- Ability to deal with difficult customers.
- Ability to multi-task in a high-volume setting.
- Ability to communicate effectively.
- Ability to maintain favorable public relations.
- Ability to interpret the laws, rules, regulations, policies, and procedures related to the work.
- Ability to prepare and maintain records related to the work.

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

Appointing Authority

8/28/2025

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