

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

Position Code

1. STUDASTE97N

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 CIVIL SERVICE COMMISSION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) HUMAN RESOURCES OPERATIONS
4. Civil Service Position Code Description STUDENT ASSISTANT-E	10. Division DISABILITY MANAGEMENT OFFICE
5. Working Title (What the agency calls the position) Student Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor HENDY, OLIVIA; HUMAN RESOURCES MGR-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor FLYNN, TIFFANY A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 400 S. PINE STREET, LANSING MI 48933 / VARIES

14. General Summary of Function/Purpose of Position <p>This position will be responsible for assisting the Disability Management Office with processing of incoming and outgoing mail, faxes, electronic filing and responding to customer inquiries. The incumbent must be comfortable with computer technology and have the ability to access information from various databases and data sources. In addition, this position performs a variety of general office support assignments, including creating electronic files. The student will assist with phones calls and enter data into Siebel (CRM) and process HRMN transactions. This is a highly confidential work environment.</p>
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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: 45

Assist with processing incoming documentation via the MCSC-DMO email box. This includes documentation received through interdepartmental mail, USPS mail, incoming faxes and incoming emails. Create Service Requests through Siebel for new leave applications or workers' compensation claims.

Individual tasks related to the duty:

- Respond to email requests and attach appropriate documents; include information on the application process.
- Monitor the MCSC-DMO email box; review, sort, respond, forward, process, and archive as appropriate and directed.
- Log incoming documentation into the Siebel CRM and place documentation into corresponding Content Manager folders
- Create Service Requests through the Siebel CRM when processing new leave applications or workers' compensation claims.

Duty 2

General Summary:

Percentage: 45

Assist with incoming phone calls and place outbound calls to customers through the NICE InContact phone system.

Individual tasks related to the duty:

- Provide exceptional customer service when receiving inbound or placing outbound calls
- Providing standard information regarding FMLA, leave of absence and workers' compensation inquiries.
- Understand and use features of the NICE InContact phone system such as warm transfer, cold transfer, conference and hold.
- Must demonstrate good listening skills, professionalism, and call control.
- Create Service Requests through the Siebel CRM when the customer requests a leave of absence or is filing a workers' compensation claim.
- Create/document call 'activity'; retrieve info from Siebel as necessary to assist callers.

Duty 3

General Summary:

Percentage: 10

Other related duties as assigned.

Individual tasks related to the duty:

- Create monthly positive survey comments for staff
- Run, interpret, and process HRMN transactions based upon the FMLA expiration report.
- Assist with other administrative duties as directed or assigned.
- Attend staff meetings as directed.
- Assist with sending FMLA packets as needed

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

No independent decisions made.

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

All decisions require supervisor's review and approval.

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.

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):

☐ Complete and sign service ratings.

☐ Assign work.

N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Approve work.
N Review work.
N Provide guidance on work methods.
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?

Processing of incoming and outgoing mail, faxes, electronic filing, and responding to customer inquiries. Answering incoming and making outbound phone calls. Incumbent must be able to hear, speak, see, walk, bend, reach, write and type.

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

The primary job duties of this position remain unchanged, but we are updating the position description to more accurately represent the time allocated to the duties as well as the updated systems within the work unit.

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

The work area manages the disability management functions for select state departments. This position assists with the clerical duties critical to the service delivery of this function.

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

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to use a computer, follow oral and written instructions, learn the work of the agency, communicate effectively with others, and maintain favorable public relations. Possess a high level of attention to detail, be able to work independently, complete daily time-sensitive tasks, and maintain confidentiality.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

The student must provide evidence of enrollment or acceptance to an educational institution.

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