

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. HUMRALTE

**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> CIVIL SERVICE COMMISSION
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Human Resource Operations
<b>4. Civil Service Position Code Description</b> HUMAN RESOURCES ANALYST-E	<b>10. Division</b> Disability Management Office
<b>5. Working Title (What the agency calls the position)</b> Disability Management Claims Rep.	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> SMITH, NAUSHI T; HUMAN RESOURCES MGR-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> FLYNN, TIFFANY A; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 400 S. Pine St., Lansing, MI / M – F; 8:00 A.M. – 5:00 P.M.

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

This position maintains a disability management caseload, performing Human Resource Analyst assignments related to the department's Leave of Absence Programs and Workers' Compensation case management for assigned state departments. The incumbent performs a full range of program area activities; including utilizing the SIEBEL system to document calls and service requests. The incumbent is also responsible for the first Workers' Comp check processing for compensable claims. The employee performs a full range of program area activities; including processing applications, making eligibility decisions, and providing specialized technical guidance to employees, supervisors, HR Offices, and management throughout the department. The incumbent must be knowledgeable of disability management procedures and guidelines in state government as well as contract language and related state and federal laws. Incumbent will work more independently with progression through the classification levels.

**Duty 1****General Summary:****Percentage: 80**

This position performs human resource analyst assignments in support of the department's Leave of Absence (LOA) Programs which include FMLA, Medical LOA, Parental LOA, and Military LOA.

**Individual tasks related to the duty:**

- Manage case files through the SIEBEL system; entering data as necessary to document the request; Utilize HRMN, Portal Page and Business Objects reports to analyze requests.
- Receive, review and make eligibility decisions on Leave of Absence applications and take further action, including follow-up with employee and supervisor. Consult FMLA law, contract language or CS rules.
- Advise and counsel employees of the Program parameters and their attached rights and responsibilities, and of possible ancillary entitlements such as LTD, and FMLA.
- Maintain Siebel data base and case files for Leaves of Absence. Use Reporting Services, Business Objects scripts, and department specific data bases to produce reports for internal use and program areas. Participate in the planning of the report content and format, and in the interpretation of the report's data.
- Communicate with employees, supervisors, program staff, HR Offices, health care providers, OSE, and Civil Service to discuss issues regarding Leaves of Absence, exchange basic information, explain alternatives, provide recommendations, and explain rationale for eligibility decisions.
- Assist Labor Relations staff in the defense of department decisions regarding LOA; may testify in arbitrations regarding process and eligibility.

**Duty 2****General Summary:****Percentage: 10**

Serve as back-up for the department's Workers' Compensation Program.

**Individual tasks related to the duty:**

- Receive, review and make eligibility decisions regarding Injury/Illness Reports. Based on thorough review of report, verify completeness, retrieve additional statements from witnesses and obtain follow-up information from employee, supervisor, HR Offices and third-party workers compensation administrator and determine if requirements are met.
- Explain, advise and counsel employees, with a "compensable" workers compensation claim, of their rights and responsibilities.
- Initiate and monitor the 1st Worker's Comp check process. Work with service agencies on payments, establish repay plans, and prepare related reports and/or correspondence.
- Utilize Siebel, Portal Page and HRMN as necessary to record and maintain case files.
- Assist in the development of reports for internal use and program areas. Participate in the planning of the report content, format and interpretation of the report's data.
- Case Manager Duties: Advise, counsel and make recommendations to employees, supervisors, program staff, HR Offices, health care providers, OSE, and Civil Service on issues regarding workers' comp; exchange information, explain alternatives, provide professional guidance, and explain rationale for eligibility decisions.
- Maintain awareness of trends and administrative/court decisions regarding workers' compensation through research, professional publications, and training opportunities. Report findings and incorporate into Workers' Comp Program.
- Identify training sessions needed by supervisors and managers regarding the workers' compensation process. Assist with design, present and evaluate training programs for workers' compensation.
- Assist Labor Relations staff in the defense of departmental decisions regarding workers compensation; may testify in arbitrations regarding process and eligibility; Participate in mediation and hearings regarding claims and claims management.

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

Other duties as assigned by management.

**Individual tasks related to the duty:**

- Prepares special reports as requested by management.
- Develops forms and procedures to improve efficiency of case processing.
- Participates in meetings, training sessions and conferences as a representative for the Unit.
- All other duties as assigned by management.

Determine an employee's eligibility for FMLA, Leave of Absence or extended use of leave credits for medical reasons.  
Determines whether a Workers' Compensation claim is "Medical Only" or "Compensable".

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

The supervisor would become involved on an ongoing basis with decisions that involve changes in policies 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.**

On a daily basis, this position requires sitting at a desk, working at a personal computer and handling telephone communications. There will be tight inflexible deadlines, a heavy workload, and many other people with which to deal. The incumbent may occasionally have to work in a file room and sometimes be required to travel to other locations, in and out of the building.

**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 performs specialized human resource analyst assignments related to the state's FMLA, Workers' Compensation and Leave of Absence Programs for assigned state departments. The employee performs a full range of program area activities; including processing applications, making eligibility decisions, serving as a primary contact for program information, and providing specialized technical guidance to employees, supervisors, personnel liaisons, and management throughout the department.

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

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

The Disability Management Office is responsible for a variety of programs including FMLA administration, Workers' Compensation, Medical Leaves of Absence, and Return to Work on a state-wide basis. These programs have a direct and significant impact on employees and supervision. This position will serve a key role in making certain that employees, supervision and HR Offices get timely service, accurate information, and fair decisions.

**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:**

Human Resources Analyst 9

No specific type or amount is required.

Human Resources Analyst 10

One year of professional experience providing human resources services equivalent to a Human Resources Analyst 9.

Human Resources Analyst P11

Two years of professional experience providing human resources services equivalent to a Human Resources Analyst, including one year equivalent to a Human Resources Analyst 10. Human Resources Analyst 12 Three years of professional experience providing human resources services equivalent to a Human Resources Analyst, including one year equivalent to a Human Resources Analyst P11.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the state's Workers' Compensation program procedures and guidelines;
- Knowledge of the state's Leave of Absence program procedures and guidelines, including Contract Language and Civil Service Rules;
- Knowledge of Federal and State laws pertaining to FMLA.
- Knowledge of the pertinent legal requirements for statute-based entitlements, such as time off under the Fair Labor Standards Act, and reasonable accommodations under the Americans with Disabilities Act;
- Ability to accurately apply program eligibility criteria for Workers' Compensation, Leave of Absence;
- Ability to clearly communicate verbally and in writing;
- Ability to work well with co-workers, supervision, and customers;
- Ability to effectively prioritize the work and to set and meet goals, including deadlines;
- Ability to organize correspondence, applications, and other documents related to the work;

***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