

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

Position Code

1. HUMRTCHEA52N

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 Resource Operations
4. Civil Service Position Code Description Human Resources Technician-E	10. Division Office of Human Resources – Michigan Department of Corrections
5. Working Title (What the agency calls the position) DMU Technician	11. Section
6. Name and Position Code Description of Direct Supervisor BECKER, WENDY; HUMAN RESOURCES SPECIALIST-2	12. Unit Technical Services & Disability Management
7. Name and Position Code Description of Second Level Supervisor ZENEBERG, MARSHA; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 206 E MICHIGAN AVE; LANSING, MI 48933-1431 / Monday through Friday – 40 hours

14. General Summary of Function/Purpose of Position

This position serves as the first point of contact for Michigan Department of Corrections (MDOC) employees seeking to make application for FMLA, Medical Leaves of Absence, or to file a claim for Worker's Compensation. This position is required to complete human resource technician assignments related to these programs. Incumbent performs a full range of program area activities; including functioning as a primary call agent to document calls and direct to appropriate staff; responsibility for intake processing of applications and claims, making initial eligibility determination, facilitating FMLA and LOA entitlements for assigned Disability Management caseload and entering related HRMN and SIGMA transactions for assigned areas. This position is also responsible for processing "Medical Only" workers' comp claims and assisting in the first Workers' Comp checks for compensable claims. The first contact for employee and HR Office staff seeking technical guidance, program information, application or other information. 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

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

Perform human resource technical assignments in support of departments' Leave of Absence Programs which include FMLA, Medical LOA, Parental LOA and Military Family Care or Exigency LOA for assigned areas.

Individual tasks related to the duty:

- Primary Call Agent; answering calls, responding to customer inquiries, logging and assigning requests.
- Initial eligibility determination on FMLA and LOA requests; verifying accurate computation.
- Work with Case Managers to enter HRMN and/or SIGMA transactions to place employees on leave, return them to work, etc.
- Advise and counsel employees who have applied for a Leave of Absence.
- Monitor and respond to email in DMU mailbox.
- Respond to requests via fax, email, mail or phone for information or forms.
- Create and maintain all medical files.
- Maintain databases and files for all claims. Use HRMN, SIGMA, Siebel, FileNet, etc.
- Run reports as required.
- Serves as a resource to HR Assistants located in DOC facilities throughout the state. Troubleshoots for HRMN and SIGMA issues.

Duty 2

General Summary:

Percentage: 30

Perform specialized human resource technician assignments in support of the department's Workers' Compensation Program to include maintaining a caseload, within an assigned area, related Medical-Only Workers' Compensation claims.

Individual tasks related to the duty:

- Process Medical-Only Workers' Compensation Claims with York; ensuring completion of Accident Report and receipt of medical documentation.
- Process the first Workers' Comp checks for compensable claims. providing calculations and necessary adjustments to pay.
- Work with assigned Case Manager, receive, and make payment decisions regarding medical bills received as a result of work-related injuries and illnesses.
- Assist the Attorney General's Office when claims are in dispute in providing information necessary in the determination for proceeding with trial or resolving through voluntary pay agreement.
- Utilize databases to log and track workers' comp data.
- Respond to York inquiries on current and pending claims.
- Create and maintain Worker's Comp files.
- Develops and provides reports as requested.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned by Management.

Individual tasks related to the duty:

- Provide back-up/relief assistance to case managers, and provide support to unit as directed.
- Prepare special reports as requested.
- Assist in developing forms and procedures to improve efficiency or case processing.
- Participate in meetings, training sessions and conferences as a representative of MDOC-DMU.

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

Initial determination of FMLA/LOA and Workers' Compensation claims as "Medical Only" or "Compensable".

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

Any changes in policies/procedures, contractual interpretation or decisions which impact overall unit operation.

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.

Typical desk work; sitting at desk, working at computer and phone communication. There will be inflexible deadlines, heavy workload, and numerous people with which to deal. Filing and distribution of appropriate files within the unit and to local HR Operations.

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):

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

Serve as a Technician in support of the department's Workers' Compensation and FMLA/LOA plans. Serves as the primary contact for MDOC Disability Management Unit.

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?

Function of the area is to provide Disability Management for MDOC employees. Position will maintain a working caseload in Workers' Compensation medical only claims and makes the initial eligibility determination regarding FMLA and LOA requests.

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:

Human Resources Technician 10

Three years of experience equivalent to a Human Resources Technician, including two years equivalent to a Human Resources Technician 8 or one year equivalent to a Human Resources Technician E9; or four years of experience equivalent to a Human Resources Assistant, including two years equivalent to a Human Resources Assistant 9; or three years of experience equivalent to a Human Resources Customer Service Representative 9; or one year as an Office Supervisor 9 with the PRSL subclass code in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the Workers' Compensation program procedures and guidelines;
Knowledge of the 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.
Ability to manage multiline phone-Ability to clearly communicate verbally and in writing;
Ability to work well with co-workers 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;
Skilled in working with a computer, including program-related software and data bases, HRMN, and Business Objects.

CERTIFICATES, LICENSES, REGISTRATIONS:

Certain positions may require a criminal history background check.

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