

**State of Michigan  
Civil Service Commission**

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

Position Code

1. DPTLTCH

## 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> LEO-LABOR AND ECON OPPORTUNITY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> MICHIGAN REHABILITATION SERVICES
<b>4. Civil Service Position Code Description</b> Departmental Technician-10 A	<b>10. Division</b> Policy Accountability Staff Development
<b>5. Working Title (What the agency calls the position)</b> Customer Service Technician	<b>11. Section</b> Central Office
<b>6. Name and Position Code Description of Direct Supervisor</b> Marie L. May – State Administrative Manager - 15	<b>12. Unit</b> Staff Development Unit
<b>7. Name and Position Code Description of Second Level Supervisor</b> Dawn Sweeney – State Division Administrator - 17	<b>13. Work Location (City and Address)/Hours of Work</b> 320 S. Walnut, Lansing, MI 48933 / M-F, 8-5 (Hybrid)

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

This position provides internal and external customer service support within the Central Office/Staff Development Unit (SDU) of Michigan Rehabilitation Services (MRS). Performs a variety of technical assignments in support of departmental programs, projects, services, and activities. Analyzes, tracks, plans and schedules training and events, and conducts additional functions for SDU. Assist Central Office staff with special projects and perform system testing for new initiatives on an as needed basis. Demonstrates discretion and practices a high level of confidentiality. Participates in program planning, budgeting, and evaluation to achieve continuous improvement. Serves as a back-up to staff whose primary responsibilities include providing technical assistance. Performs related work as assigned.

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: 40**

Recognized resource and initial point of contact for the Staff Development Unit

**Individual tasks related to the duty:**

- Maintain records of interactions with external and internal customers and provide data on interactions and solutions to supervisor or designee on all communications.
- Reconcile budget for SDU PCard expenditures.
- Provide support to bureau staff supporting and implementing federal regulation requirements by assisting with required activities including customer satisfaction, required reporting to Michigan Council for Rehabilitation Services and other activities required under WIOA.
- Provide technical support to internal and external partners by telephone and other forms of communication on MRS policies, procedures, and general questions.
- Assist with training on new project implementation and existing technical programs including agency initiatives to improve service delivery to customers.
- Assist with retrieving, tracking and responding to submissions to the SDU email box.
- Record training requests on tracking systems and keep up to date.
- Assists with MRS Success Stories email box, tasks and submission to Employment and Training.
- Provide support and back up to bureau analysts to improve systems and data collection (to improve customer experience)

**Duty 2**

**General Summary:**

**Percentage: 30**

Perform complex duties and serve as liaison.

**Individual tasks related to the duty:**

- Provide reports to management or auditors.
- Collect needed information for reports.
- Promptly respond to immediate internal and external customer needs in an accurate, courteous, and professional manner.
- Advise staff members verbally and in writing regarding statutory requirements related to the completion of applications, forms, payments and other agency document transactions.
- Follow up on report data.
- Assist customers or vendors with problem resolution.
- Coordinate data cleanup projects and monitor for timely completion.
- Conduct informal surveys with end users.

**Duty 3**

**General Summary:**

**Percentage: 20**

Provides back-up assistance with the MRS Customer Service Outlook email box, vendor database and main office phone line.

**Individual tasks related to the duty:**

- Provide one-on-one assistance with inquiries regarding MRS programs and services. Refer inquiries to appropriate staff and/or district offices.
- Receive all Central Office calls and evaluate the nature of the call to determine the best approach for resolution and/or if the call indicates a possible crisis.
- Analyze call data to identify customer service satisfaction on nature and volume of calls and recommends follow up to various divisions.
- Mail brochures, maintain and order publications as needed, and maintain MRS mailing lists.
- Assist in the development of staff development surveys.
- Draft GovDelivery vendor communications.

**Duty 4**

**General Summary:**

**Percentage: 10**

Special projects and other duties as assigned.

**Individual tasks related to the duty:**

- Assists with human resources forms processing.
- 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.

The position requires that the employee exercise some independent judgment when implementing workflows, creating queries, providing training, preparing reports, and designing new forms.

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

- Decisions for which policies or guidelines are unavailable or unclear.
- Issues that may require expert legal opinion.
- Issues that remain unresolved over an extended period of time.
- Issues that have unusual or extenuating circumstances, as well as, fiscal discretion.
- Guidance is required when priorities are unclear or when agency procedures are unknown.

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.

Hybrid work environment. A normal workday consists of long periods of sitting/standing at workstation, with the majority of time spent working with a computer. Duties may require working under stressful conditions related to meeting deadlines and other imposed requirements.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> 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?

This position provides internal and external customer service support within the Central Office of Michigan Rehabilitation Services (MRS). Performs a variety of technical assignments in support of the departmental programs, projects, services, and activities. Analyzes, plans, and conducts additional functions within SDU. Assist Central Office staff with special projects and performs system testing on an as needed basis. Demonstrates discretion and practices a high level of confidentiality. Participates in program planning and evaluation to achieve continuous improvement. Serves as a back-up to staff whose primary responsibilities include providing technical assistance. Performs related work as assigned.

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

New establishment.

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

This position provides internal and external customer service and technical support for the Central Office/Staff Development Unit (SDU) of Michigan Rehabilitation Services (MRS). This position performs a variety of technical assignments in support of departmental programs and services including analyzing MRS functions to improve customer service and practices. In addition, this position assists with special projects, training, data entry and validation, and advises on regulatory requirements as needed. This position also participates in program planning and evaluation to achieve continuous improvement and performs related work as assigned.

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:**

**Departmental Technician 10**

Two years of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Three years of experience as a technician or paraprofessional, including one year of experience equivalent to the experienced level in state service.

**Alternate Education and Experience**

**Departmental Technician 10**

Possession of a Bachelor's degree and one year of professional experience may be substituted for the experience requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

As listed on the Civil Service job specification. In addition:

- Knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.
- Knowledge of the techniques of using reference materials and organizing data for reports.
- Ability to abstract and present significant facts from data.
- Ability to analyze data and operations and make recommendations for change.
- Ability to conduct training and information sessions.
- Ability to communicate effectively.
- Ability to determine work priorities.

**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.

None

***I certify that the entries on these pages are accurate and complete.***

L CERGNUL

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