

State of Michigan  
Civil Service Commission

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

Position Code

1. DEPTSPV2B55N

## 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> MILEAP
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b>
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL SUPERVISOR-2	<b>10. Division</b> Child Development and Care (CDC)
<b>5. Working Title (What the agency calls the position)</b> Departmental Supervisor 11	<b>11. Section</b> Office of Early Childhood Education
<b>6. Name and Position Code Description of Direct Supervisor</b> ROLOFF, MELANIE K; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> Program Administrative Support
<b>7. Name and Position Code Description of Second Level Supervisor</b> WALRAVEN, LISA B; STATE OFFICE ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 105 W ALLEGAN ST; LANSING, MI 48933 / Hybrid/ 8am- 5pm Monday-Friday

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

The Departmental Supervisor 11 serves in the Child Development and Care (CDC) Program Administrative Support(PAS) section. This position serves to ensure the effective and efficient operation of the parent/provider customer service area, billing inquiry, and license exempt provider enrollment issues. Responsibilities will include, but are not limited to overseeing and assuring the quality of the work by staff adherence to processes and policies, monitoring work flow and make staff adjustments as needed, staff training, ensure timely and efficient answering of calls by the unit, assisting with complex questions, and reports any issues with the CISCO phone system to the appropriate parties. This individual will maintain and analyze telephone reports to guide supervision and oversight of the Call Center area to ensure efficiency and quality customer service.

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: 65**

Assigns, directs, supports and reviews work of the Departmental Technicians and Student Assistants and General Office Assistant.

**Individual tasks related to the duty:**

- Monitors the CISCO System to ensure adequate staff are available to answer volume of calls.
- Determines and assigns work priorities as needed.
- Provides technical assistance and instruction to answer complex questions and resolve complex client/provider problems.
- Stays up-to-date and current on various computer systems: BRIDGES, CCAC, JIRA, MAIN.
- Handles the escalation of calls from irate callers, returning calls following department standard of promptness.
- Creates and updates Desk Aids and Quick Tips.
- Assist Technicians answering calls from clients, providers, or partners during high call volume or in the absence of a Technician.
- Stays current on CDC policy to assist staff with information needed to perform the duties of their positions.
- Generates daily and monthly reports using the Call Management and JIRA systems.
- Analyze data found in reports and make necessary adjustments to work assignments.
- Facilitates staff meetings as needed.
- Serve as the "designated" person for local office and other partners inquiries.
- Report problems with the telephone line, submit help ticket as needed, notify appropriate people as defined in the Systems Issues and Protocol document.
- Serves as a back-up for the license exempt provider enrollment process.
- Serve as back-up for initial PIN inquires and provider authorizations in MiLOGIN/I-Billing.
- Ensures appropriate provider notifications are posted on I-Billing and call center line

**Duty 2**

**General Summary:**

**Percentage: 25**

Conducts onboarding and ongoing training for staff. Staff oversight ensuring the quantity and quality of work by requiring adherence to policy and procedures

**Individual tasks related to the duty:**

- Assists and trains new staff in informational sessions in all areas of the customer service area, including phone and computer systems (Bridges, I-Billing, JIRA, ACD phone line, & MAIN)
- Create and conduct training activities during telephone down time
- Works with local office staff to explain and communicate applicable payment policy and procedures.
- Offers continuous training and updates experienced staff on the most difficult and complex enrollment and payment issues.
- Ensure customer service compliance with department policy and procedures.
- Conducts regular call monitoring reviewing results with each Technician. Then use the results to work on individualized training plans with each staff.

**Duty 3**

**General Summary:**

**Percentage: 5**

Reviews and analyzes statewide policy and procedure manuals for CDC program updates. Edits and recommend updates to the Policy Unit for CDC policy manuals and handbooks. Documents all new and updated policy and procedures on unit desk-aids, processes, and training materials.

**Individual tasks related to the duty:**

- Reviews proposed policy and procedure changes to determine impact on unit operations.
- Creates and maintains new and revised documentation and material for all CDC related program additions or changes.
- Keep management informed on recommended changes.

**Duty 4**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Attend and participate in CDC & MILEAP all staff meetings.
- Participate in special projects as requested.
- Responds to requests for information from Executive office.
- Maintains effective communication with State Administrative Manager.
- Serve as back up to other staff.
- Serves on workgroups representing PAS.

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

As a Departmental Supervisor, this position uses independent judgment in decision making and determines how the CDC Call Center can assist callers with license exempt provider enrollment, as well as billing and/or payment issues. Assist staff by handling irate callers, or callers with complex issues. This position also requires the ability to communicate effectively with internal and external customers. This position requires routine review of data for continuous planning to ensure compliance and efficiency in meeting call center standards. This position requires ongoing monitoring to support the Call Center team and monitor performance.

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

- Situations where written guidelines, past practices, and/or prior experience offer a multitude of acceptable directions.
- Conflict resolution among staff.
- The reporting of information that may be politically sensitive
- The reporting of unresolved discrepancies
- Union related issues
- Conflicts or changes in data, determining priorities, and identifying responsibilities and processes.

**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.**

This Departmental Supervisor position will be in a very fast-paced work environment. It is considered stressful due to high daily call volume, assignments, and emails with mandated deadlines, which must be managed with limited staff resources. It is often necessary to deal with irate customers. Tact and diplomacy are both required. Must be able to adapt to frequently changing priorities and time frames, requiring flexibility and determination. The employee must have considerable knowledge of the CDC program. Must be able to deal with employee conflict resolution. In addition, this position requires the employee to sit at a desk for several hours at a time. Use of the telephone and computer required.

**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.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
STALLING, DATRICE M	DEPARTMENTAL TECHNICIAN-E E9	WINDHAM, LAKISHIA L	DEPARTMENTAL TECHNICIAN-E E9
TEACHOUT, TORIE L	DEPARTMENTAL TECHNICIAN-E E9	VACANT	DEPARTMENTAL TECHNICIAN-E
ROMMEL, KURT D	GENERAL OFFICE ASSISTANT-E E7	BAKER, SERENA	STUDENT ASSISTANT-E A
MANTY, JULYSSA	STUDENT ASSISTANT-E A		

**Additional Subordinates**

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

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

Departmental Supervisor 11 serves in the Child Development and Care (CDC) Program Administrative Support (PAS) section. This position serves to ensure the effective and efficient operation of the parent/provider customer service area, billing inquiry, and license exempt provider issues. Responsibilities will include, but are not limited to overseeing and assuring the quality of the work by staff adherence to processes and policies, monitoring work flow and make staff adjustments as needed, staff training, ensure timely and efficient answering of calls by the unit, assisting with complex questions, and reports any issues with the CISCO phone system to the appropriate parties. This individual will maintain and analyze telephone tracking logs. Supervisor will be responsible for completing ongoing monitoring and developing individualized training plans to promote professional development.

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

A recent CDC change in structure within the Program Administrative Support section separated the units of the call center and license exempt provider enrollment. The Departmental Supervisor is now only overseeing the 866-call center line.

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

Child Development and Care Department is responsible for ensuring CDC license exempt provider enrollments are completed and enrolled providers meet program requirements, provider payments are accurate and develops policies and processes for providers and clients to ensure program integrity and accuracy.

The function of Call Center is to provide customer service to CDC providers and parents related to provider enrollments, identify technical problems and seek resolution, and supply billing and payment information. This position is responsible for ensuring that all processes and inquiries, including the most complex, are completed timely and accurately, and identified problems resolved as they arise with expertise and professionalism. The Departmental Supervisor works to schedule and prioritize the workflow for the unit. This position must use good judgment in resolving complex and difficult problems from a variety of inquiries from external and internal customers. This position must maintain considerable knowledge of the CDC program and policies to ensure information provided is both consistent and correct. This position works closely with the CDC Leadership team to ensure the effective and efficient operations of the parent/provider customer service area, billing inquiry, and license exempt provider enrollment inquiries.

**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 Supervisor 11**

One year of experience equivalent to a Departmental Supervisor 10, Office Supervisor 11, or Secretary Supervisor 11; or two years equivalent to an experienced-level technician, paraprofessional, professional, Office Supervisor 9 and 10, Secretary Supervisor 10, Emergency Dispatch Supervisor 10, or Human Resources Customer Service Supervisor 10.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of rules, regulations, policies, procedures and terminology related to the CDC program.
- Knowledge of organizations, workflow, staffing, forms and procedures.
- Ability to analyze data and operations and make recommendations for change.
- Ability to organize and coordinate the departmental technician activities of a specific work area.
- Ability to conduct training and information sessions.
- Ability to allocate work to other departmental technicians and support staff in a work area.
- Ability to effectively communicate orally and in writing to both internal and external customers.
- Ability to maintain favorable public relations.
- Ability to work effectively with co-workers and management.

**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.***

MICHAELA CAREY

5/20/2026

\_\_\_\_\_  
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