

**State of Michigan
Civil Service Commission**

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

Position Code

1. GNOFASTAB28R

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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Workers' Disability Compensation Agency
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-A	10. Division Claims Processing
5. Working Title (What the agency calls the position) Senior Lead Worker	11. Section File Maintenance
6. Name and Position Code Description of Direct Supervisor HAZEL, DARCY; STATE ADMINISTRATIVE MANAGER-1	12. Unit Mailroom Unit
7. Name and Position Code Description of Second Level Supervisor ROSPOND, LAUREEN; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 2501 Woodlake Circle, Okemos, MI 48864 / Monday – Friday 8:00 am to 5:00 pm

14. General Summary of Function/Purpose of Position

This position functions as a lead worker and is responsible for the overall operation of the Mailroom Unit. Responsibilities include, but are not limited to, training, responding to questions, and assigning and directing the work of the administrative support staff in the Mailroom Unit. This position ensures accurate preparation and distribution of all incoming mail for the various divisions within the Workers' Compensation Agency as outlined in the rules, regulations, and policies and procedures. Opening, screening, verification of information, sorting, copying, and batching of mail is all involved in this process. Also, responds to various requests from internal staff members and external customers regarding claims files. This position also assists with daily scanning/digital imaging operations.

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

This position functions as a lead worker providing training and overseeing the operations in the mail room. As a lead worker, assigns and directs the work of staff members and sets the priority of work by importance daily. Responsible for reassigning or performing work when staff are out of the office for an extended period. Addresses and resolves any issues/problems to ensure they do not occur in future; provides more training, if necessary. This position also responds to inquiries from staff members as it relates to the agency's mail operation by providing knowledge of the rules, regulations, policies, procedures and terminology used in their duties and assignments.

Individual tasks related to the duty:

- Coordinate work of the unit by determining work priorities, scheduling and assignments and overseeing completion of the work.
- Assure work meets quality and production standards by reviewing the work for accuracy and monitoring output. This includes mail being sorted into prescribed and appropriate batches.
- Train employees providing instructions and guidelines; provide additional training when necessary; update training materials and manuals.
- Establish and revise day-to-day workflow to improve operating efficiency.
- Bring to attention staff errors being made and provide the necessary training so they don't occur in the future.
- Ensures workers are knowledgeable about workers' compensation act, guidelines and practices as it relates to their specific duties.
- Handle and resolve any complaints/issues that may arise with different divisions and/or work sections within the agency as it relates to the mail room unit. Take the proper steps to prevent any related or similar complaints/errors of happening in the future.
- Resolves problems and answers inquiries from other workers.
- Keep staff members aware of any changes that will impact the work unit and provide the proper documentation relating to the procedural changes.
- Handles most difficult assignments from Division Manager.
- Reassign or perform the work when any staff member(s) is out of the office.

Duty 2

General Summary:

Percentage: 15

Assists with the preparation and processing of daily scanning, FTS and digital imaging of high-volume Workers' Compensation Agency mail, correspondence, and required forms/documents. Ensure materials are properly sorted, organized, and prepared for accurate imaging in accordance with established procedures and records management standards.

Individual tasks related to the duty:

- Assists in the scanning and digital imaging of records on a daily basis.
- Oversee the file transfer system for the mail room unit.
- Pull/retrieve any scanned copies of forms/documents/correspondence for agency staff members needing data information.
- Clip and visually scan all the forms and correspondence received for pertinent information such as social security numbers, dates of injury, employer's names and signatures. Audits form(s) to ensure pertinent information is included.
- Send any incomplete forms and/or documents to the Claims Technician to return the form(s) back to the remitter to correcting.
- If forms/documents are missing pertinent information, check the agency's automated data system (WORCS) for missing information.

Duty 3

General Summary:

Percentage: 10

Responsible for keeping the Division Manager informed and aware of any work or employee related problems/issues. Must possess the knowledge and understanding of all the work tasks assigned to each staff member within the work section/unit. Provides input on the evaluation of employees to the Manager preparing the annual performance evaluations for each staff member working within the Mailroom Unit.

Individual tasks related to the duty:

- Keep Division Manager informed of any work problems/issues that exist within the mail room unit.
- Discuss performance issues with Division Manager to develop expectations for staff.
- Update Division Manager of the overall performance of staff.
- Collaborate with Division Manager recommending any changes to procedures in mailroom to streamline processes; establishes and revises procedures and standards.

Duty 4

General Summary:

Percentage: 10

Using established guidelines and procedures, enter fields of data provided on various claims forms into the agency's automated data system (WORCS).

Individual tasks related to the duty:

- Verify accuracy of all information data entered by rechecking those fields that highlight to ensure the information is correct and valid.
- Ensure proper and complete data is entered into and made available on the agency's data system for future terminal inquiry purposes.
- Organize, review, evaluate and process large volumes of workers' compensation claims forms submitted by insurance carriers, servicing companies, employers and employees.
- Review and examine the various forms for missing and/or incorrect data information before data entering.

Duty 5

General Summary:

Percentage: 5

Perform other miscellaneous duties.

Individual tasks related to the duty:

- Oversee maintenance of division files.
- Copy or scan forms and materials in files as requested.
- 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.

Train and prepare assignments for the administrative support staff in the Mailroom Unit. If any training and/or work assignments are not done properly, this could result in affecting or impacting a workers' compensation case/claim by holding it up and causing economic consequences for the injured employee. Responds to inquiries. Must ensure that all processed mail, forms and correspondence are placed to their correct assigned batches, if placed in the wrong batch, this could result in having economic consequences for the injured employee.

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

Decisions that require any policy or procedural changes. Correspondence that falls outside the guidelines established by the agency.

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.

Physical efforts include lifting, standing, stooping, kneeling, reaching, carrying, bending, walking and sitting. Stress can occur occasionally when deadlines of the mail being processed are required to be completed daily. Also, stress could be a part of the job because this position is responsible to train and assign work to staff members.

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>
MAYER, BRENDAN	GENERAL OFFICE ASSISTANT-E E7	THURSTON, HAILEY R	GENERAL OFFICE ASSISTANT-E E7
BARDUCA, SUSAN	GENERAL OFFICE ASSISTANT-E E7	WONSER, LEEANNE M	GENERAL OFFICE ASSISTANT-E E7

Additional Subordinates

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

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

Training, answering questions, assigning and directing the work of the administrative support staff in the Mailroom Unit. Responsible for preparing agency's daily incoming mail for processing and distribution.

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

Minor updates to the position description to reflect current responsibilities within the unit.

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

The function of the work area is to process all mail correspondence received in the agency's Mailroom Unit. This lead worker position trains, answers questions, assigns and directs the work of the mailroom unit.

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:

General Office Assistant 8

Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be able to work independently with minimum supervision.
- Must possess the ability to make decisions and initiative to act upon those decisions.
- Must possess the ability to explain methods and guidelines to others.
- Must have some skills and abilities of working on personal computers and/or automated data systems.
- Must be able to file and sort numerically and alphabetically.
- Must possess organizational and telephone skills.

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.

CLAY BOAK

Appointing Authority

5/7/2026

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