

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

Position Code
1. HUMRCSRAA08N

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) Bureau of Benefits Administration
4. Civil Service Position Code Description Human Resources Customer Service Representative-9	10. Division Employee Benefits Division
5. Working Title (What the agency calls the position) Lead Worker	11. Section MI HR Service Center
6. Name and Position Code Description of Direct Supervisor Human Resources Customer Service Supervisor-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor Departmental Manager-3	13. Work Location (City and Address)/Hours of Work 400 S. Pine Capitol Commons Center Lansing, MI 48933 Monday – Friday, 8:00AM – 5:00PM; Remote Work Optional

14. General Summary of Function/Purpose of Position

This position serves as a senior HR Customer Service Representative (CSR) in the MI HR Service Center, with an emphasis on written communications. Responsible for providing MI HR customers timely and accurate responses to inquiries, request forms, application documents and written correspondence received via phone call, fax, mail, portal, or email. Requires excellent written and verbal communication skills with strong attention to detail.

As a lead worker, assist CSRs in problem resolution as well as interpreting and preparing written and verbal responses for customer inquiries. Extended knowledge regarding customer eligibility for health, dental, vision, life, disability, flexible spending account plans, HSA, death benefits, voluntary benefits, verification of life insurance coverage, and estimate rebates and HSA employer contributions is required. Generate reports in HRMN Archive to assist CSRs with processing of transactions. Collaborate with 3rd parties to request data and apply to responses for salary, wage and benefit inquiries.

This position will serve as a dedicated member of the annual Benefits Open Enrollment (BOE) project team. Responsible for processing NEOGOV Onboarding error reports, dual enrollment reports, and generation of official communications, and various other reports and process flows. Coordinate wage assignment and TDP work by determining priorities, scheduling, and assigning work, and overseeing the completion of the work. Assist with processing complex transactions associated with wage assignments and tax deferred payments (TDP), and in backup capacity, process subpoenas.

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

MI HR's expanding set of communication tools include email correspondence, chat, and portal comments. This position will be a key team member in development of protocol, resources and standards for MIHR written correspondence. This position serves as a lead worker in directing MI HR staff on appropriate protocol for written communications.

Respond to customer inquiries on the following HR and benefit related topics utilizing email, chat, portal comments and phone: beneficiary updates, new hire benefit enrollment, flexible spending account enrollment, benefit changes and BOE, employment verification, address changes, SECC enrollment, electronic funds transfer/direct deposit enrollment or changes, activate/inactivate payroll transactions, statements of deduction and earnings, union dues and fees enrollment/disenrollment and HR Self-Service password resets.

Individual tasks related to the duty:

- Prioritize inbound email, chat, portal comment and phone inquiries to assure call center production and quality standards are met.
- Serve as the primary responsible party for addressing inbound emails to MIHR-SME mailbox, including delegation of work based on error reports.
- Collaborate with MI HR management team to prepare and maintain reference materials, standard operating procedures and protocols for written correspondence sent via chat, portal comment and/or email.
- Assist in developing and maintaining standardized written responses (templates) to common inquiries.
- Provide accurate information, including links to appropriate online resources, using tools available through Microsoft Dynamics, Outlook, and NICE-inContact when replying to customers via chat, portal comment or email.
- Respond to customer inquiries received via chat, portal comment, email, fax, mail and/or phone utilizing proper grammar, punctuation and formatting.
- Train and instruct less experienced CSRs on handling inquiries via email, chat or portal comment, as well as benefit, payroll and personnel data modification transactions.
- Respond to CSR requests for assistance through Microsoft Teams in a timely and professional manner.
- Assist MI HR leadership with identifying CSR knowledge gaps and provide suggestions to remedy.
- Generate reports in HRMN Archive to assist CSRs in completing wage, salary and benefit or verification of employment information requests.
- Research benefit issues using multiple systems including HRMN, DTS, Siebel, Content Manager, and carrier portals.
- Utilize online systems and applications to assist in providing the customer with accurate & timely responses.
- Apply independent judgment when interpreting documentation to ensure compliance with requirements (birth certificates, gain/loss of coverage documents, etc.).
- Provides guidance to CSRs with unusual or complex inquiries received by email, portal comment, phone or chat.
- Gathers all necessary criteria to complete benefit enrollment, modification or removal due to being a new hire, experiencing a qualifying life event (QLE), or during BOE in a timely manner that adheres to Section 125 of the IRC regulations regarding eligibility and timeliness of benefit modifications.
- Provide detailed benefit options to employees.
- Process HR transactions using HRMN, DTS, Siebel and Content Manager.
- Interpret and educate customers in eligibility requirements and processes.
- Provide complete customer service for employees enrolling, disenrolling, or reauthorizing union dues and Limited Recognition Organization payroll deductions. Inform customer of eligibility and rights based on Civil Service Rules.
- Assist customers with calculations to determine potential cost of benefit plan enrollment or disenrollment.
- Research and create voluntary benefit related escalations when assistance from the account manager is required.
- Serve as Tier 1 support for customers accessing, navigating, and in need of assistance with troubleshooting HR Self-Service. Refer customer to Tier 2 support when unable to assist with technical issue after exhausting available resources.
- Interpret inquiries to route calls to various internal agencies (DMO, EBD, ORS, VOYA, etc.). as applicable.

Duty 2**General Summary:****Percentage: 25**

Generate, interpret, and process system error and compliance reports. Assist CSRs in complex transaction processing. Interpret and resolve escalated and/or complex customer inquiries.

Individual tasks related to the duty:

- Process numerous NEOGOV Onboarding error reports and communicate with employee and HR office to correct errors.
- Review benefits dual enrollment reports to determine eligibility and communicate with employee and HR offices to remedy issue, process enrollment updates, and applicable pay adjustments.
- Audit document compliance cancelation and termination reports and generate official communications to inform employee of removal of ineligible dependents.
- Monitor process flows related to HMO address changes and C.O.P.S. Health Trust eligibility, provide guidance on applicable options and determining appropriate course of action and updating elections in HRMN.
- Review and audit other reports as assigned.
- Coordinate wage assignment and TDP work by determining priorities, scheduling and assigning work, and overseeing the completion of the work.
- Assist with processing complex HRMN transactions such as tax deferred payments (TDPs) and wage assignments.
- Serve as backup for processing requests for subpoenas from outside sources in a timely manner.
- Generate reports in HRMN Archive to assist CSRs as part of issue resolution.
- Retrieve call recordings for MI HR staff through NICE-inContact to assist in customer escalation review. Ensure adherence to Civil Service Quality Assurance standards.
- Audit transactions of peers as needed.
- Assist CSRs in applying policy when scenarios not covered in Step Action Tables (SAT) or Job Aids.

Duty 3**General Summary:****Percentage: 15**

Benefits open enrollment (BOE) dedicated team member. Act as lead worker and resource for CSRs regarding BOE when questions arise about work processes, rules, and system functionality. Assist in processing BOE specific reports, preparing MI HR staff training and system testing. Participate in BOE meetings as required.

Individual tasks related to the duty:

- Educate customers on BOE options, rules and policy, and assist them with completing the BOE process.
- Assist with training less experienced CSRs on BOE processes, eligibility criteria, and transactions.
- Process numerous system and manually generated reports and process flows to audit and resolve BOE related issues.
- Attend BOE meetings as a representative of MI HR staff.
- Collaborate with MI HR/EBD management team to complete BOE testing to ensure accurate system functionality prior to go-live.
- Maintain accurate records of BOE related reports, issues, and errors.
- Take escalated calls from CSRs when necessary.

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

Determining if inquiries can be handled by the service center or need to be referred to an outside resource. Apply independent judgment when interpreting documentation to ensure compliance with requirements (birth certificates, gain/loss of coverage documents, etc.). State employees, their dependents and third parties are impacted by these decisions.

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

Emails, chats, portal comments or calls that require deviation from standard screens, scripts, and procedures. BOE errors that indicate an issue with the carrier, system or MI HR.

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.

Standard office environment. The majority of time is spent on the phone and/or computer.

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"/> Y	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"/> Y	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> Y	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> 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?

Answering customer inquiries via email, chat, portal comment and phone. Processing numerous system/error reports and process flows. Representing MI HR as a BOE project team member. Assisting CSRs with complex or escalated cases. Coordinate wage assignment and TDP work by determining priorities, scheduling and assigning work, and overseeing the completion of the work. Processing and peer audits of complex transactional work.

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

This position provides assistance for complex transactions and be responsible for written communication. This position will be a key team member in development of protocol, resources and standards for written communications, which includes email correspondence, chat and portal comments. This position will be responsible for working a number of new and existing reports and process flows to ensure quality of benefit, payroll and personnel data modification transactions, and compliance with regulatory rules and protocols. Coordinate wage assignment and TDP work by determining priorities, scheduling, and assigning work, and overseeing the completion of the work.

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

MI HR Service Center provides information and support to all State of Michigan employees through a staff of 25 for a number of specified transactions and services. This position functions as a senior worker, determines priorities of specialized transactions and the staff trained on them, coordinates and assigns more complex transactions to staff, is assigned special project work, and handles more complex and/or sensitive inquires, which demand a higher level of knowledge and skills.

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 Customer Service Representative 9

Four years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper.

Preferred: Four years of experience using extensive knowledge of business practices to respond to customer inquiries and resolve problems, including two years equivalent to a HR Customer Service Representative 7 in state service or one year equivalent to a HR Customer Service Representative E8 in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent written and verbal communication skills. Proper telephone and written correspondence etiquette. Exceptional customer service skills. Ability to use independent judgment & critical thinking skills. Ability to multi-task in a fast-paced environment. Ability to navigate IT applications and perform the most complex HR CSR assignments. Ability to explain instructions and guidelines to others effectively.

**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.

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