

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 MIL AFFR CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Technician-E	10. Division OFFICE OF FINANCIAL SERVICES
5. Working Title (What the agency calls the position) Departmental Technician - E	11. Section BUDGET
6. Name and Position Code Description of Direct Supervisor ADAM CHRISTENSON; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor RACHELLE BREEDEN; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 3423 N MARTIN LUTHER KING JR. BLVD, LANSING / M-F;8AM - 4:30PM

14. General Summary of Function/Purpose of Position

This position will provide excellent customer service to our Michigan National Guard (MING) service members, assisting them with applying for and using the member benefits programs available to them, including the State Tuition Assistance Program (STAP), the Tricare Premium Reimbursement Program (TPRP), and the Childcare Assistance Program (CAP). This position will communicate effectively with potential, new, and current MING service members as well as other Directorates with an understanding of the current policies and procedures for these programs. This position will perform a preliminary review and evaluation of program documentation, process applications and answer inquiries regarding status of documentation. This position will also reconcile armory inventory, process service member packets and payroll during MING activation missions, and process Military Family Relief Fund (MFRF) applications.

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: 80

Support the administration of the Michigan National Guard Member Benefits Programs.

Individual tasks related to the duty:

- Perform preliminary review and certifications of Member Benefits Programs applications.
- Utilize database, Integrated Personnel and Pay System – Army (IPPS-A), Digital Training Management System (DTMS), and Director’s Personnel Readiness Overview (DPRO) to research and verify service member/dependent information, and work with Federal Tuitions Assistance Program contact and Air guard when applicable.
- Communicate and promote the Member Benefits Programs with academic personnel and members of the Michigan National Guard.
- Present information and give presentations to various groups (i.e. university officials, legislative,), organizations and military units concerning Michigan National Guard State Tuition Assistance Program (MINGSTAP) educational opportunities, as well as Tricare reimbursement and childcare assistance eligibility.
- Participate in ongoing initiatives to further develop, maintain and promote the Member Benefits Programs.
- Answer email and phone inquiries regarding rules, regulations and policies of the programs in a timely and appropriate manner.
- Communicate reimbursement process to service members and dependents effectively.
- Ensure Member Benefits Programs applications are retained per the State of Michigan (SOM) retention schedule.
- Reach out to service members requesting additional documentation when applications are incomplete.
- Utilize systems to research and verify student information, and work with MING Federal Tuitions Assistance Program. Contact Air Guard when applicable to answer questions and problem solve.
- Ensure Frequently Asked Questions are current. Ensure DMVA’s websites and the MINGSTAP portal contain the most up-to-date information
- Participate in system testing and enhancements.

Duty 2

General Summary:

Percentage: 10

Miscellaneous duties and special assignments as related to the position.

Individual tasks related to the duty:

- Review and process Military Family Relief Fund (MFRF) applications.
- Armory inventory reconciliation.
- Packet preparation and review for emergency mission processing of Michigan National Guard (MING) Active State Service.
- Understand Records management policies and aid the division in adhering to them.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- 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.

Decisions are routinely made as to prioritization and implementation of desk activities. Handling a range of personal, written and verbal inquiries. Failure to do so can reflect negatively on the programs and affect applications to the programs.

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

Exceptions to policy; needed changes in the rules and regulations, legislation and all major program changes impacting funding, guard members, participating colleges and universities, and legislation; legal issues and matters that require clarification.

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 effort includes standing, sitting, walking, reaching and bending typically inherent in an office setting. Duties are typically performed within a modular workstation utilizing a personal computer. The environment is usually typical of a standard office environment. Periodic travels throughout the state, sometimes with overnight stays, for meetings and training. Frequently changing deadlines and priorities. Working with files and documents on a daily basis. Limited transportation of files and file containers. Occasionally transports equipment, files, and medium weight boxes from one work location to another.

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

Management developed PD

23. What are the essential functions of this position?

This position will provide excellent customer service to our Michigan National Guard (MING) service members, assisting them with applying for and using the member benefits programs available to them, including the State Tuition Assistance Program (STAP), the Tricare Premium Reimbursement Program (TPRP), and the Childcare Assistance Program (CAP). This position will communicate effectively with potential, new, and current MING service members as well as other Directorates with an understanding of the current policies and procedures for these programs. This position will perform a preliminary review and evaluation of program documentation; process applications and answer inquiries regarding status of documentation. This position will also reconcile armory inventory, process service member packets and payroll during MING activation missions, and process Military Family Relief Fund (MFRF) applications.

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

New Position

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

State Operations is responsible for Budget, Procurement and Department-wide activities. The operations include compilation of various statistical data, monthly expenditure and revenue reports, federal billings and revenue collection, purchasing activities and monitoring the department's internal control procedures. The position will come under the Budget Section and report directly to the Budget Manager. The function of the position is to ensure members of the Michigan National Guard receive the educational funding and benefits they are entitled; provides customer service by answering inquiries into documentation status.

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 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

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

OR

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

OR

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

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent customer service skills and verbal communication skills are essential. Ability to communicate effectively in writing, by telephone and in person. Ability to determine work priorities. Ability to organize and coordinate the activities of the work area. Exceptional computer skills including, but not limited to: Microsoft Windows, Microsoft Word, Excel, PowerPoint, Outlook, and Access or a similar data base.

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