

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: CUSSREPAA07R

Civil Service Class and Level: Cust Srv Rep-A

Working Title (What the agency calls the position): Lead Worker Customer Service Representative

Name and Position Code Description of Direct Supervisor: MANNAUSA, EMILY A; DEPARTMENTAL MANAGER-3

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): Information and Technology Bureau

Division: Criminal Justice Information Center

Section: Criminal History Section

Unit: Applicant Processing and Modification Unit

Work Location (City and Address)/Hours of Work: 7150 Harris Drive, Dimondale MI, 48821 / Monday through Friday, 8 a.m. to 5 p.m.

General Summary of Function/Purpose of Position: This position serves as the lead worker of the Criminal Justice Information Center (CJIC) Help Desk, providing first-line guidance, training, and support to help desk staff. The incumbent reviews employee work, answers job-related questions, and serves as the primary resource for new functions and procedures to ensure the unit meets operational goals and adapts to administrative changes. Under the direction of the supervisor, this position coordinates and schedules work assignments, monitors workflow, and provides administrative support by compiling reports, analyzing data, and attending meetings to offer insight on processes and operational needs. Additionally, the lead worker responds to inquiries from the public, governmental agencies, and non-governmental personnel via telephone, e-mail, and other communication channels, ensuring timely, accurate, and professional service while maintaining confidentiality and adherence to CJIC policies. This position must function in a bias free manner.

Assigned duties and tasks for each duty.

Duty 1: Serve as the first point of contact for Help Desk employees by providing initial and ongoing training, guidance, and technical support to ensure consistent, accurate, and professional service delivery.

- Interpret, explain and apply departmental policies and procedures pertaining to the Criminal Justice Information Center (CJIC).
- Coach staff members toward self-reliance in performance of their duties.
- Train new employees and provide refresher training to existing employees.
- Assist employees with problem transactions or complex situations.
- Adapt generalized instructions to meet specific needs of the work area.
- Answer questions related to unit tasks.
- Update unit instructions and guidelines as needed.
- Apply and adapt instructions to resolve difficult problems and transactions.
- Respond to requests for information concerning procedures and solve problems related to requests.
- Review procedures and update training manuals that the unit is responsible for maintaining.
- Provide feedback on staff performance related to customer service and technical accuracy.

Duty 2: Oversee and coordinate the work of Help Desk staff by assigning and reviewing work, establishing priorities, monitoring progress, and ensuring timely and accurate completion of customer requests.

- Assign, schedule, and adjust work based on staffing levels, workload, and priorities.
- Monitor workflow and reassign work as needed to maintain balance across the team.
- Review completed work for accuracy, consistency, and compliance with policies.
- Provide employees with constructive feedback to improve efficiency and service quality.
- Resolve basic equipment issues and escalate unresolved technical problems as needed.
- Oversee and evaluate staff use of the case management system; provide statistical and performance data when requested.
- Assist staff with explaining policy, procedures, and laws to customers.

Duty 3: Provide frontline customer service and technical support to the public, governmental agencies, and non-governmental agencies regarding CJIC processes, as well as account access for MSP web service applications.

- Responsible for having a basic understanding and knowledge of multiple area processes within the Criminal Justice Information Center knowledge base information to answer customer inquiries. Including but not limited to criminal background checks, criminal conviction set asides, concealed pistol licenses, firearms purchase licenses, and crash and crime data inquiries.
- Dispense general information to the public via telephone and e-mail.
- Explain the process for various applications processed by the Michigan Department of State Police.
- Ask additional questions to determine what information the caller is requesting.
- Ability to interpret calls that require immediate assistance and escalation.
- Initiate standard e-mail correspondence when additional information is requested by the caller.
- Recommend other sources for information including local agencies or websites.
- Notify manager when a situation requires manager intervention.
- Document and maintain accurate electronic customer records within CJIC's help desk management software application.
- Ensure that voicemails and emails are appropriately handled and completed.
- Maintain confidentiality while handling sensitive or restricted information.

Duty 4: Other duties as assigned.

- Compose and type correspondence.
- Attend meetings as needed.
- Prepare charts, graphs, calendars, schedules, rotation logs, timekeeping, updating assignment instructions, and special projects upon request from management.
- Miscellaneous tasks as assigned

Types of decisions made independently and whom or what those decisions affect: Coordinate alternative assignments when work is completed or equipment is out of service.
Organize and implement methods of training. When to advance or expand the training of an individual.
Interpret policies and procedures to instruct others.
Determine rotation of assignments.
Resolve equipment problems.
Apply and adapt instructions to resolve difficult transactions.
Monitor workflow throughout shift to ensure proper staff support in all assigned units.
When a problem is to be referred to a higher authority.

Types of decisions that require the supervisor's review: Alternative work assignments.
Special or unfamiliar assignments.
Requests for internal/external training.
Schedule adjustments to attend meetings and/or training.
To clarify directives, policies and procedures.
To resolve personnel problems.
Employee job performance concerns.

Physical effort used to perform this job and environmental conditions of this position: Standing, sitting, carrying, walking, and bending. Extensive use of the computer (repetitive motion) and phone (vocal performance/customer service tone). Responses from stakeholders can contribute to difficult conversations. It is critical that the employee maintains positive and helpful customer service throughout physical and emotional effort exerted. The environmental conditions are typical State of Michigan office environments.

Names and classes and levels of employees whom this position immediately supervises:

VACANT	CUST SRV REP-E
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The essential functions of this position: This position serves as the lead worker of the Criminal Justice Information Center (CJIC) Help Desk, providing first-line guidance, training, and support to help desk staff. The incumbent reviews employee work, answers job-related questions, and serves as the primary resource for new functions and procedures to ensure the unit meets operational goals and adapts to administrative changes. Under the direction of the supervisor, this position coordinates and schedules work assignments, monitors workflow, and provides administrative support by compiling reports, analyzing data, and attending meetings to offer insight on processes and operational needs. Additionally, the lead worker responds to inquiries from the public, governmental agencies, and non-governmental personnel via telephone, e-mail, and other communication channels, ensuring timely, accurate, and professional service while maintaining confidentiality and adherence to CJIC policies.

The function of the position's work area and how it fits into that function: This position services as the primary customer service representative utilizing knowledge base, case management tools, and web services to retrieve and interpret information for the public, governmental agencies, and non-criminal justice agencies. Communication tools would include both telephone and email and accurately recording and assigning tickets through the data collection system. This includes answering questions regarding criminal history background checks, criminal conviction set asides, concealed pistol licenses, firearms purchase licenses, and other areas within the Criminal Justice Information Section. This position is also responsible for resetting webservice application passwords and retrieving and responding to voicemail inquiries.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Customer Service Representative 9

Four years of experience responding to customer inquiries and resolving problems, including two years equivalent to a Customer Service Representative 7 or one year equivalent to a Customer Service Representative E8.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to work independently with a minimum of supervision. Ability to rationalize and make decisions based on knowledge of state statutes and departmental procedures. Familiarity with the keyboard, ability to interact in a professional manner with the public by telephone.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.