

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

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 Classification of Position Human Resources Customer Service Representative-E	10. Division Employee Benefits Division
5. Working Title of Position (What the agency titles the position) MI HR Customer Service Representative	11. Section MI HR Service Center
6. Name and Classification of Direct Supervisor Human Resource Customer Service Supervisor 2	12. Unit
7. Name and Classification of Next Higher Level Supervisor Michelle vanHartesvelt, Departmental Manager 3	13. Work Location (City and Address)/Hours of Work 400 S. Pine, Capitol Commons Center Lansing, MI 48933 M-F, 8a.m. to 5p.m. (remote work optional)

14. General Summary of Function/Purpose of Position

The position is responsible for providing complete customer service to MI HR Service Center customers by timely and accurately responding to customer inquiries, request forms, application documents, and written correspondence received by phone, email, fax and mail. Determine customer's eligibility for health, dental, vision, life, disability, flexible spending plans, HSA, death benefits, voluntary benefits, verification of life insurance coverage, and estimate rebates and HSA employer contributions. Educate customers on benefit offerings, dependent eligibility, advise of and approve required documentation, and applicable deadlines, and process benefits enrollments, modifications and removals in compliance with Section 125 of the Internal Revenue Code. Process numerous payroll transactions, changes to customer personnel and demographic data, a multitude of verification of employment requests, and serve as a Tier 1 agent for HR Self-Service issues related to passwords, navigation, and troubleshooting. Utilization of multiple computer applications to accomplish department tasks and objectives are required.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

% of Time 70

Respond to customer inquiries on the following HR issues: beneficiary updates, new hire benefit enrollment, flexible spending account enrollment, benefit changes and open enrollment, 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.

- Access a variety of on-line systems and applications to assist in providing the customer with accurate & timely responses.
- Utilize job aids and Step Action Tables (SATs) to provide accurate and consistent information.
- Conducts phone interview with employee to gather 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 routine HR transactions using HRMN, DTS, Siebel and Content Manager.
- 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.
- Assist customers in completion of applications and other forms.
- Capture all customer contacts in Siebel CRM database based on call types and reasons.
- Interpret inquiries to route calls to various internal agencies (DMO, EBD, ORS, VOYA, etc). as applicable.
- Process various transactions (e.g., court ordered documentation, payroll deductions, etc.)
- Meet established call monitoring standards.
- Meet established transaction audit standards.

Duty 2**General Summary of Duty 2****% of Time 20**

Research in-depth customer inquiries as needed. Escalate to Subject Matter Experts (SME's) issues that are outside the scope of duties.

Individual tasks related to the duty.

- Follow escalation process by creating detailed and accurate service requests.
- Assign service requests to appropriate area(s).

Duty 3

General Summary of Duty 3

% of Time 10

Other duties as assigned.

Individual tasks related to the duty.

- Participate in training programs.
- Assist in projects as needed.
- Identify and suggest modifications to job aids, SATs, websites etc. as needed.
- Provide productive feedback at morning meetings.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Determining if inquiries can be handled by the service center or need to be referred to an outside resource.

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

Calls and transactions that require deviation from standard scripts and procedures.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Fast paced office/contact center environment. Excessive sitting, telephone, and computer use.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility 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.

21. *I certify that the above answers are my own and are accurate and complete.*

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

Receive numerous telephone calls throughout the day which are predominantly routine in nature. Answer inquiries, resolve problems, and enter information into various applications for tracking and compliance purposes. Ability to multitask using various systems while maintaining quality and accuracy.

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

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

The MI HR Center provides information and support to all State of Michigan employees through staff for several specified transactions and services. This position serves as a first point of contact for HR related inquiries.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Educational level typically acquired through completion of high school.

EXPERIENCE:

HR CSR 6: One year of experience using extensive knowledge of business practices to respond to customer inquiries and resolve problems.

HR CSR 7: Two years of experience using extensive knowledge of business practices to respond to customer inquiries and resolve problems, including one year equivalent to a Human Resources Customer Service Representative 6.

HR CSR 8: Three years of experience using extensive knowledge of business practices to respond to customer inquiries and resolve problems, including two years equivalent to a Human Resources Customer Service Representative 6, or one year equivalent to a Human Resources Customer Service Representative 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate effectively with others. Proper telephone etiquette. Customer service oriented skills. Solid keyboarding skills. Ability to multi-task in a fast-paced environment. Ability to navigate IT applications. Excellent listening skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

N/A

29. *I certify that the entries on these pages are accurate and complete.*

Appointing Authority's Signature

Date