

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

Position Code

1. DPTLTCHED73N

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 (BBA)
4. Civil Service Position Code Description Departmental Technician-E	10. Division Employee Benefits Division (EBD)
5. Working Title (What the agency calls the position) Benefits Technician	11. Section
6. Name and Position Code Description of Direct Supervisor DeRose, Christopher; STATE ADMINISTRATIVE MANAGER-1 15	12. Unit
7. Name and Position Code Description of Second Level Supervisor Guyski, Rebecca; STATE OFFICE ADMINISTRATOR 17	13. Work Location (City and Address)/Hours of Work 400 S. Pine Street Lansing, MI (remote work optional) / Monday- Friday 8am-5pm

14. General Summary of Function/Purpose of Position

This position performs a variety of technical tasks in the Employee Benefits Division (EBD) that require independent judgment when making decisions. Responsible for the daily calculating and processing of Net Pay Adjustments (NPAs), Gross Pay Adjustments (GPAs), reviewing and working various HRMN reports and taking appropriate action when needed. The position will be cross-trained to provide back-up to senior technical staff in a variety of benefit programs including, but not limited to COBRA, Qualified Transportation Fringe Benefits (QTFB), and Flexible Spending. Independently process transactions and respond to benefit related questions from employees, retirees, HR Offices and MI HR SC staff. Serve as a liaison between employees, retirees and insurance carriers to resolve conflicts.

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: 70

Daily processing of NPAs and GPAs, reviewing process flows and smart notifications.

Individual tasks related to the duty:

- Review and analyze various process flow notifications (PBN003) generated when an employee returns to work from a leave or layoff to determine if refunding and/or recouping insurance premiums is warranted.
- Calculate, document, and enter premium adjustments in HRMN as NPAs or GPAs.
- Update insurance benefit coverage in HRMN.

Duty 2

General Summary:

Percentage: 10

Field calls on issues related to benefits administered by the EBD and research and resolve benefit complaints and issues received from employees (active and on leave of absence and FMLA), retirees and third party administrators. Research benefit complaints within scope of the position and provide research to senior staff to continue and address.

Individual tasks related to the duty:

- Answer phone calls from state employees, retirees and/or their dependents related to benefits issues.
- Research benefits issues by using multiple available systems such as HRMN, CRM, Clarety, Content Manager and other programs.
- Understand myriad of benefits administered by the EBD and provide accurate answers to callers concerning such benefits.
- Contacts internal/external resources to complete further research of issues and determines solution.
- Clearly and accurately communicates issues, resolutions and policies to participants in a customer focused manner.
- Elevates analyzed issues to external third party administrators and follow-through to resolution.
- Composes and sends written correspondence to members and vendor's client services team.

Duty 3

General Summary:

Percentage: 10

Retrieve, review and work various system reports and process required benefit and premium adjustments in accordance with EBD processes and procedures.

Individual tasks related to the duty:

- Review the ZP118 benefit audit report on a daily basis to research transactions that have been identified as needing resolution.
- Other reports as assigned.

Duty 4

General Summary:

Percentage: 10

. Assist EBD Managers and Director with various projects and other duties as assigned.

Individual tasks related to the duty:

- Interpret existing and proposed laws, policies and procedures as they relate to benefits to assist Managers with appeal and complaint research and response.
- Interpret rules and regulations in order to complete necessary research to make appropriate determinations.
- Responsible for regularly monitoring and taking action on inquiries, smart notifications and process flow emails received through the MCSC-EBD mailbox.
- 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 required regarding eligibility determination for group insurance benefits, using guidelines, processes and procedures and union contracts. The position must be able to seek solutions to employee benefit issues, including who and when to contact the vendor, member, internal/external resources and/or management. All state employees, retirees, dependents, and insurance vendors are impacted by these decisions.

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

Departure from EBD policies and procedures would require supervisory approval. Sensitive or controversial matters would also be brought to the attention of management. Seek guidance when action or follow-up cannot be accomplished consistent with time constraints, or when additional direction is needed to complete the assignment. Benefit issues that may

have consequences beyond the immediate situation or to the larger benefit group.

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 setting

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?

Yes

23. What are the essential functions of this position?

This position performs a variety of technical tasks in EBD. Responsible for the daily calculating and processing of NPAs, GPAs, and reviewing and working various process flows and HRMN reports and taking appropriate action when needed. The position will be cross-trained to provide back-up to senior technical staff in a variety of benefit programs including, but not limited to COBRA, Qualified Transportation Fringe Benefits (QTFB), and Flexible Spending. Independently process transactions and respond to benefit related questions from employees, retirees, HR Offices and MI HR SC staff. Serve as a liaison between employees, retirees and insurance carriers to resolve conflicts.

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

No notable changes.

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

EBD manages active and retiree health, prescription drug, vision, dental, behavioral health & substance use disorder (BH/SUD), life insurance, flexible spending accounts (FSAs), health savings account (HSA), LTD plan, voluntary benefits, and other related areas, using a variety of vendor contracts and agreements. This position functions to handle issues and questions related to group insurance eligibility and enrollment. This position completes the daily calculating and processing of NPAs and GPAs, in addition to reviewing and taking action on a number of process flows and benefit audit reports.

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 experienced-level administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

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

OR

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

Departmental Technician E9

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

OR

One year of experience performing advanced secretarial or supervisory administrative support activities equivalent to the 9-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:

This individual must be attentive to details, must be able to multi-task and work efficiently, must process benefit related transactions accurately, and communicate with all customers, vendors, internal staff and individuals from outside agencies/departments in a professional manner. Must be very knowledgeable about the SOM benefit plans. Strong computer skills and problem solving skills are important. This position must understand the importance of deadlines and must be able to assess workload and determine priorities. This position must be able to work independently and be able to clearly delineate and resolve individual's benefit issues appropriately and judge when assistance from senior team members is needed.

**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.

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