

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 MILEAP
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Early Education
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-A	10. Division Child Development and Care (CDC)
5. Working Title (What the agency calls the position) Departmental Technician Lead Worker 10	11. Section
6. Name and Position Code Description of Direct Supervisor LEONARD, CANDACE J; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor ROLOFF, MELANIE K; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 105 W. Allegan St. Lansing, MI 48933 / Monday-Friday 8:00am-5:00pm

14. General Summary of Function/Purpose of Position

This position serves in the Child Development and Care (CDC) area as a Departmental Technician 10 Lead Worker. This position works closely with the Departmental Supervisor to ensure the effective and efficient operations of the parent/provider customer service area, billing inquiry, and Licensed Exempt Providers Enrollment issues. The Dept. Tech. 10 would be responsible for assigning, directing and reviewing the work of the Dept. Tech 9 level staff. Responsibilities include but are not limited to overseeing and assuring the quality of the work by requiring adherence to methods, policy and procedures monitoring the CISCO telephone system to ensure timely and efficient answering of telephone calls. This position serves as a resource expert to the Dept. Techs by providing clarification, answering complex questions and handling the escalation of irate callers. This individual would have responsibility for creating and updating Desk Aids and providing quick tips as CDC Policy is updated and assisting the staff with JIRA navigation. The Dept. Tech 10 would also answer calls, provide information to the public and CDC partners regarding CDC payment, and Licensed Exempt Providers Enrollment questions. The Departmental Technician Lead Worker serves in a supportive role to the Departmental Supervisor 11.

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**

Assigns, directs, supports and reviews work of the Departmental Technicians.

Individual tasks related to the duty:

- Monitors the CISCO System to ensure adequate staff are available to answer volume of calls.
- Determines and assigns work priorities as needed.
- Provides technical assistance and instruction to answer complex questions and resolve complex client/provider problems.
- Stays up to date and abreast of various computer systems: BRIDGES, CCAC, JIRA, MAIN.
- Handles the escalation of calls from irate callers.
- Creates and updates Desk Aids and Quick Tips.
- Train new staff and recommend training as needed for experienced staff.
- Takes telephone calls from CDC clients/providers/partners.
- Stays abreast of CDC policy to assist staff with information needed to perform the duties of their positions.
- Generates daily and monthly reports using the Call Management and JIRA systems.
- Actively participates in meetings.
- Assists with the CDC Licensed Exempt Providers Enrollment process.
- Serves on CDC workgroups.
- Serve as the "designated" person for local office inquiries and inquiries from partners.
- Report problems with the telephone line, submits help ticket as needed.
- Serves as a back-up for the Licensed Exempt Providers Application check-up and assignment process.
- Scans documents into electronic file system.
- Serves as the back-up for MiLogin assistance.
- Experienced in maintaining strict confidentiality protocols and educating staff on compliance.

Duty 2**General Summary:****Percentage: 10**

Conducts new and ongoing training for new and existing staff. Oversees and assures the quantity and quality of work by requiring adherence to policy and procedures.

Individual tasks related to the duty:

- Assists and trains new staff in informational sessions in all areas of the customer service area, including phone and computer systems (Bridges, I-Billing, JIRA, & MAIN)
- Create and conduct training activities during telephone down time
- Works with local office staff to explain and communicate applicable payment policy and procedures.
- As an advanced resource person, continuously trains and updates experienced staff on the most difficult and complex enrollment and payment issues.
- Ensure customer service compliance with department policy and procedures.
- Research case information for payment issues and to ensure the correct JIRA issues are created. Assist in resolving these issues.
- Ability to work effectively and collaboratively within a diverse and inclusive work culture.

Duty 3**General Summary:****Percentage: 5**

Reviews and evaluates statewide policy and procedure manuals for CDC program updates. Edits and recommends updates to the Policy Unit for CDC policy manuals and handbooks. Documents all new and updated policy and procedures.

Individual tasks related to the duty:

- Reviews proposed policy and procedure changes to determine impact on Unit operations.
- Creates and maintains new and revised documentation and material for all CDC related program additions or changes.
- Keep management informed on recommended changes.

Duty 4**General Summary:****Percentage: 5**

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.

As a Lead Worker, this position independently assigns and prioritizes workflow. This position uses independent judgment in decision making and determines whether the CDC Call Center can assist callers with Unlicensed Provider Enrollment, as well as, billing and/or reporting issues. Assists staff by handling irate callers or callers with complex issues. This position also requires the ability to communicate effectively with internal and external customers.

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

- Situations where written guidelines, past practices, and/or prior experience offer a multitude of acceptable directions.
- Conflict resolution among staff.
- The reporting of information that may be politically sensitive
- The reporting of unresolved discrepancies

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.

This Dept Tech Lead Worker position will be in a very fast paced work environment. It is considered stressful due to high daily call volume, letters and emails with mandated deadlines, which must be managed with limited staff resources. It is often necessary to deal with irate customers. Tact and diplomacy are both required. Must be able to adapt to frequently changing priorities and time frames, requiring flexibility and determination. The employee must have considerable knowledge of the CDC program. In addition, this position requires the employee to sit at a desk for several hours at a time. Use of the telephone and computer required.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
ADAMS, CHRISTINA M	DEPARTMENTAL TECHNICIAN-E E9	RICH, CYNTOYLA T	DEPARTMENTAL TECHNICIAN-E E9
KENNEDY, CIARA	DEPARTMENTAL TECHNICIAN-E E9		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | Y | Assign work. |
| N | Provide formal written counseling. | Y | Approve work. |
| N | Approve leave requests. | Y | Review work. |
| N | Approve time and attendance. | Y | Provide guidance on work methods. |
| N | Orally reprimand. | 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?

This position serves in the Child Development and Care (CDC) area as a Departmental Technician 10 Lead Worker. This position works closely with the Departmental Supervisor to ensure the effective and efficient operations of the parent/provider customer service area, billing inquiry, and Unlicensed Provider Enrollment issues. The Dept. Tech. 10 would be responsible for assigning, directing and reviewing the work of the Dept. Tech 9 level staff. Responsibilities include, but are not limited to: overseeing and assuring the quality of the work by requiring adherence to methods, policy and procedures monitoring the CISCO telephone system to ensure timely and efficient answering of telephone calls. This position serves as a resource expert to the Dept. Techs by providing clarification, answering complex questions and handling the escalation of irate callers. This individual would have responsibility for creating and updating Desk Aids and providing quick tips as CDC Policy is updated and assisting the staff with JIRA navigation. The Dept. Tech 10 would also answer calls, provide information to the general public and CDC partners regarding CDC payment, and Unlicensed Provider Enrollment questions. The Departmental Technician Lead Worker serves in a supportive role to the Departmental Supervisor 11.

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

Updating the PD to reflect transition to MiLEAP per the executive order. Minor additions to duties but core responsibilities remain the same.

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

Child Development and Care Department is responsible for ensuring CDC unlicensed provider enrollments are completed correctly, provider payments are accurate and develops policies and processes to ensure program integrity and accuracy. The function of this work area is to provide customer service to CDC providers and parents related to provider enrollments, provider technical problem resolution, and supply billing and payment information. This position is responsible for ensuring that all processes and inquiries, including the most complex are completed timely and accurately and identified problems resolved as they arise with expertise and professionalism. The lead worker position assists with scheduling and prioritizing the workflow for the unit. This position must use good judgment in resolving complex and difficult problems from a variety of inquiries from external and internal customers. This position must maintain considerable knowledge of the CDC program and policies to ensure information provide is both consistent and correct. This position works closely with the Departmental Supervisor to ensure the effective and efficient operations of the parent/provider customer service area, billing inquiry, and Unlicensed Provider Enrollment issues.

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 10

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

OR

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

OR

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of rules, regulations, policies, procedures and terminology related to the CDC program.

Knowledge of organizations, work flow, staffing, forms and procedures.

Ability to analyze data and operations and make recommendations for change.

Ability to organize and coordinate the departmental technician activities of a specific work area.

Ability to conduct training and information sessions.

Ability to allocate work to other departmental technicians and support staff in a work area.

Ability to effectively communicate orally and in writing to both internal and external customers.

Ability to maintain favorable public relations.

Ability to work effectively with co-workers and management.

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.

MICHAELA CAREY

7/22/2026

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