

**State of Michigan
Civil Service Commission**

Position Code

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
4. Civil Service Position Code Description Human Resources Customer Service Representative-9	10. Division Employee Benefits Division
5. Working Title (What the agency calls the position) Subject Matter Expert (SME)	11. Section MI HR Service Center
6. Name and Position Code Description of Direct Supervisor Brownfield, Tammy; Departmental Supervisor-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor VanHartesvelt, Michelle; Departmental Manager-3	13. Work Location (City and Address)/Hours of Work Capitol Commons Center 400 S. Pine St. Lansing, MI 48933 Monday-Friday, 8:00AM TO 5:00 PM; Remote work optional

14. General Summary of Function/Purpose of Position

This position serves as a senior HR Customer Service Representative (CSR) in the MI HR Service Center. This position is responsible to monitor & process various HRMN system reports, Document Compliance termination reports, utilize insurance carrier portals and secure sites to inquire and/or resolve insurance coverage issues, initiate & resolve provider update issues reported by customers. Process complex transactions associated with NPA/GPA, divorce & COBRA service requests.

Act as a lead worker to assist HR CSRs in interpreting and resolving escalated and/or complex customer inquiries. In a backup capacity, process benefit, payroll and wage assignment related documents in the HRMN, DTS & Content Manager systems.

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: 60

Generate, interpret & work various system and error reports. Assist CSRs in complex transaction processing as well as problem resolution. Monitor and process NPA/GPA, COBRA, and provider update service requests submitted by CSRs. Also assist in taking phone calls during high volume periods and during open enrollment when needed.

Individual tasks related to the duty:

- Process various system reports including EFT account number errors, COBRA compliance on SRs, PA52 errors, LTD added in errors, guardianship termination reports, wage assignment errors, option code discrepancy errors, etc.
- Process complex HRMN transactions such as benefit enrollments, payroll adjustments including net pays and gross pays, National Medical Support Notices, and wage assignments.
- Understand and educate employees on available benefit options and eligibility.
- Assist customers in HR Self-Service navigation and completion of city tax changes, EFT changes, & personal data modifications.
- Apply independent judgment when interpreting documentation for processing (e.g., birth certificate, divorce decree, guardianship documentation, etc.).
- Coordinate with various insurance vendors to resolve any employee reported coverage issues.
- Research benefit issues using multiple systems including HRMN, DTS, Siebel, Content Manager, and insurance carrier portals.
- Processing requests for subpoenas from outside sources in a timely manner.
- Assist in taking phone calls from the Service Center hotline to help alleviate long wait times and to assist during higher call volume periods (e.g. Benefits Open Enrollment period, new hire enrollments, etc.).

Duty 2

General Summary:

Percentage: 20

Act as a lead worker and resource for HR CSRs when questions arise regarding work processes. Help facilitate mentoring or training of staff to aid in enhancing the HR CSRs skills for accurate and timely transaction processing.

Individual tasks related to the duty:

- Train and instruct less experienced HR CSRs on benefit, payroll & death processing transactions.
- Assist HR CSRs in applying policy when scenarios not covered in Step Action Tables (SAT) or Job Aids.
- Educate customers on Benefits Open Enrollment options and policy, assisting them in the online enrollment process.
- Take escalated calls from HR CSRs when needed.

Duty 3

General Summary:

Percentage: 20

Participate in continuous quality process improvement utilizing MI HR's internal change control system. Assist analysts in system stress testing and/or usability testing labs. Other duties as appropriate for a senior level SME.

Individual tasks related to the duty:

- Participate and assist with system testing and usability labs to improve process effectiveness.
- Provide operational guidance to HR CSRs in the absence of a supervisor being available.
- Ensure adherence to Civil Service and MI HR Quality Assurance standards.
- Audit transactions of peers as needed.
- Contribute to team cohesiveness by demonstrating teamwork, respect and integrity.
- Recommend process and/or Job Aid improvements to enhance or expedite workflows.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

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 the supervisor's review.

Calls that require deviation from standard screens, scripts, and procedures.

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 environment. The majority of time is spent on the phone and/or computer.

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

Answering customer inquiries. Processing various system/error reports. Assisting HR CSRs with complex or escalated cases. Processing and peer audits of complex transactional work.

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

N/A

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

The MI HR Service Center provides information and support to all State of Michigan employees through a staff of 25 for a number of specified transactions and services. This position functions as a senior worker and coordinates the work of Human Resources Customer Service Representatives in the call center.

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:

Human Resources Customer Service Representative 9

Four years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper or one year as a Human Resources Assistant E8 in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate effectively with others. Proper telephone etiquette. Exceptional Customer service skills. Ability to use independent judgment & critical thinking 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 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