

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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Workers' Disability Compensation Agency
4. Civil Service Position Code Description Secretary-E	10. Division Funds Administration
5. Working Title (What the agency calls the position) Section Secretary	11. Section Self-Insurer's Security Fund/Administration
6. Name and Position Code Description of Direct Supervisor SALYER, STEPHANIE C; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor MCDONOUGH, EMILY A; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 2501 Woodlake Circle, Okemos, MI 48864 / Monday – Friday 8:00 am to 5:00 pm / Hybrid Option

14. General Summary of Function/Purpose of Position

This position ensures smooth daily operations by providing secretarial and administrative support to the Funds Administration division, which oversees the Second Injury Fund, the Silicosis, Dust Disease and Logging Industry Compensation Fund, the Self-Insurers' Security Fund and the C. Slezak First Responder Presumed Coverage Fund.

The role supports the Funds Administrator, two Assistant Funds Administrators, and the Funds Administration staff by performing a wide range of duties to facilitate efficient office and administrative functions.

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: 25**

Provide Reception Support and Office Operations Assistance

Serve as the initial point of contact for the office and provide essential support to ensure smooth daily operations, including managing communications, mail, equipment, and office supply coordination.

Individual tasks related to the duty:

- Answer incoming phone calls and voicemails, respond to general inquiries, take messages, and direct callers to the appropriate staff members.
- Process incoming and outgoing mail and faxes: open, date-stamp, sort, and distribute all correspondence and deliveries.
- Monitor and maintain office supplies, including envelopes, toner, and copier paper; notify designated staff when items need to be replenished.
- Coordinate service and maintenance needs for office equipment, including contacting Ricoh for copy machine issues.
- Operate standard office equipment (e.g., phone, copier, fax, scanner, typewriter) to support general office functions.

Duty 2

General Summary: **Percentage: 25**

Maintain and Organize Claim Files and Related Documentation

Provide administrative support to ensure claim files are accurately maintained, well-organized, and in compliance with documentation and retention requirements across all claim provisions.

Individual tasks related to the duty:

- File claim files and pay cards for all provisions and type new pay cards as needed.
- Log Michigan Rehabilitation files upon receipt and maintain accurate records.
- Assist with the preparation and mailing of rate change letters.
- Assist with filing Forms 701 and rate change letters in the appropriate claim files.
- Organize documentation such as medical reports, bills, and correspondence by two-hole punching and placing materials in physical files.
- Request new claim volume folder(s) when needed
- Request tax records from the Department of Treasury, track requests in a log, and ensure destruction of documents once the retention period has been met.

Duty 3

General Summary: **Percentage: 10**

Process and Deposit Incoming Checks

Responsible for accurately processing, recording, and depositing all incoming check batches related to the Funds, including assessments, excess reimbursements, overpayments, and refunds, in accordance with financial procedures and reconciliation standards.

Individual tasks related to the duty:

- Act as the Cash Logger for all checks/check batches.
- Run tape totals to verify amounts.
- Enter new check batch and check data into the Funds Administration Information System (FAIS).
- Ensure all transactions are accurately balanced, recorded, and reconciled.
- Deliver batch to the Bookkeeper.
- Lock up "live" checks until they are ready to be deposited.
- Prepare and make daily check deposits.

Duty 4

General Summary: **Percentage: 10**

Process and Distribute Medical/EHIM Bills and EOBs

Support the accurate and timely handling of medical and EHIM bills and associated Explanation of Benefits (EOBs) to ensure proper documentation and distribution within the claims process.

Individual tasks related to the duty:

- Date stamp and route incoming medical and EHIM bills, along with EOBs/invoices, to the designated staff member for spreadsheet entry.
- After spreadsheet updates are completed, record the information on the assigned claim technician's spreadsheet.
- Distribute bills and EOBs to the appropriate claim technician for further action.
- Print EHIM bills and EOBs/invoices, apply date stamps, and deliver them as needed.

Duty 5

General Summary:

Percentage: 10

Process Weekly Payment Generation and Correspondence

Ensure timely and accurate processing of weekly payment documentation and related correspondence to support claim payment workflows and communication with stakeholders.

Individual tasks related to the duty:

- Print two copies of BenCalc and copy related Form 112s and payment letters.
- Match all documents to the appropriate claim files for review by designated staff.
- Once payments are processed and submitted through SIGMA, prepare and send payment letters on behalf of Claims Technicians and Examiners.
- Prepare claim files with Trustee Orders for review and approval by the Funds Administrator.
- Return claim files to designated staff and/or file in its designated area.

Duty 6

General Summary:

Percentage: 10

Provide Administrative Support to Claims Examiners

Support Claims Examiners by performing a variety of administrative tasks to ensure accurate documentation, organized claim files, and efficient processing of claims.

Individual tasks related to the duty:

- Copy and scan claim files and assist in preparing documentation for excess reimbursement requests.
- Two-hole punch and file documentation such as medical reports, bills, and correspondence in the appropriate physical claim files.
- Collect confidential materials from staff and coordinate secure shredding.
- Print medical files as requested to assist with claims review and case management.
- Copy claim files and/or claim material to send to the assigned attorney via fax or mail.

Duty 7

General Summary:

Percentage: 5

Prepare and Submit First Responder Claims for Assignment

Support the timely processing of First Responder claims by gathering, organizing, and submitting complete claim files for assignment.

Individual tasks related to the duty:

- Copy all relevant claim and medical documentation from files related to the First Responder provision.
- Scan and email complete claim files to the CSFRPCF team to ensure prompt assignment and continued processing.

Duty 8

General Summary:

Percentage: 5

Miscellaneous projects, assignments and other duties as assigned.

Individual tasks related to the duty:

- Serve as backup for the retirement process of WDCA Funds documents to the Record Center.
 - Request files from Record Center (staff initiated)
 - Enter files on Content Manager for Record Center
 - Box up closed files and mail to Record Center
 - Enter Record Center's filing information into FAIS
 - Return files to Record Center (staff initiated)
- Other duties, projects and assignments assigned.

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

This position independently prioritizes incoming correspondence and documents to ensure timely processing and meeting critical deadlines. Exercises judgment in determining the appropriate routing of all documents and correspondence, based on a thorough understanding of office workflows, forms, and procedures. These decisions directly affect the efficient handling of cases, particularly those referred to the Special Assistant Attorneys General, ensuring they receive necessary materials promptly for hearings, depositions, and other legal proceedings. Proper prioritization and routing support smooth operations and help prevent delays that could impact case outcomes and agency effectiveness.

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

The Funds Administrator and Assistant Funds Administrators review and finalize prepared documents, correspondence, reports, and travel reimbursements before they are sent to injured workers and staff. Any decisions involving policy interpretation, approval of payments, or changes to standard procedures must be escalated to the supervisor for review and authorization.

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.

Work assignment is in an office environment. Sitting for prolonged periods of time. Requires squatting and bending with pushing, pulling and lifting up to 25 lbs may be 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.

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?

- Serve as the initial point of contact by answering phones, directing inquiries, and managing front-line communication.
- Process and route incoming and outgoing mail, faxes, and correspondence.
- Provide administrative support to the Funds Administrator, Assistant Funds Administrators, and staff.
- Maintain and organize claim files and related documents.
- Monitor office supplies and coordinate equipment maintenance.
- Handle confidential documents and ensure proper shredding procedures.

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

Reclassification of the position to the experienced level for recruitment purposes. Position description updates to reflect the current operational needs of the division and bureau.

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

Investigate and evaluate workers' compensation claims filed against the Funds and determine if they are eligible for reimbursement. Process reimbursements to carriers for the payment of weekly compensation benefits.

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:

Secretary 7

Two years of office experience involving administrative support practices, including one year equivalent to 6-level administrative support experience.

Secretary E8

Three years of office experience involving administrative support practices, including one year equivalent to experienced-level administrative support work or equivalent to a Secretary 7 or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of general secretarial practices, rules, and office protocols.
- Proficiency with Microsoft Office applications and office equipment.
- Strong ability to prioritize tasks and manage time effectively.

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.

CLAY BOAK

Appointing Authority

3/13/2026

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