

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)
4. Civil Service Position Code Description Student Assistant-E	10. Division Office of Early Education (OEE)
5. Working Title (What the agency calls the position) Student Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor FULLER, LAURA; STATE ADMINISTRATIVE MANAGER-1	12. Unit Child Development and Care (CDC)
7. Name and Position Code Description of Second Level Supervisor WALRAVEN, LISA B; STATE OFFICE ADMINISTRATOR	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 as a student assistant in the Child Development and Care (CDC) program. Duties include reviewing files and reports for accurate and complete documentation and accuracy of payments, making collateral contacts when there is incomplete or inconsistent information, and identifying corrective actions needed. Student will work with the Billing Review Team to analyze data in order to identify root causes of errors and make recommendations regarding CDC program and operational areas for improvement.

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: 90

Assists Payment Integrity Processes.

Individual tasks related to the duty:

- Review and analyze electronic and paper files and records to ensure appropriate state and federal billing requirements are being followed.
- Make collateral contact with parents (clients), providers, and other stakeholders to gather required information for issue processing and document contacts in appropriate systems.
- Create and send correspondence to internal and external stakeholders and maintain the Point of Contact list for the team.
- Respond to inquiries submitted to CDC via phone, email and mail.
- Review CDC Case Data for errors and follow up with local MDHHS Staff for making case corrections.
- Research, review and compare data to the information on the various computer systems (i.e., Bridges, JIRA, CCAC, and I-Billing)
- Review closure reasons to ensure compliance with CDC policy and send appropriate referrals to local MDHHS office for follow up.
- Support Specialists in reconciling reports from internal and external partners.
- Request information from providers and parents to complete documentation needs for payment or administrative issues.
- Document and record collected data, observations, and generate appropriate reports.
- Maintain current knowledge of policy and procedural materials relative to CDC.
- Evaluate and make recommendations to improve accuracy and efficiency in CDC reports, processes and procedures.
- Create materials such as PowerPoint presentations or excel files for reports as requested.

Duty 2

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Attend staff meetings.
- Participate in Webinars and trainings.
- 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.

- Analysis of case and billing data to determine if appropriate state and federal CDC requirements were followed.
- Prioritization of work assignments.
- Determination of what information needs to be collected as part of a review.

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

- Conflicts in data.
- Resolution of complex issues.
- Resolution of inquiries when partners fail to respond in a timely manner.
- Review of information that is politically sensitive.
- Training.
- Alternative Strategies.

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.

The CDC office is a fast paced work environment. The student will be expected to use standard office equipment and a PC.

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):

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

N

N

N Orally reprimand.

N 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?

Quality Assurance is a key component of the Department of Michigan Department of Lifelong Education, Advancement, and Potential's Child Development and Care's (CDC) Integrity Plan. This position serves in the CDC program as an individual responsible for collateral contact in complaint resolution around case actions and payments that negatively impact clients and providers.

The purpose of this position is to provide the office with data driven accuracy in determining and resolving payment issues and correcting CDC cases. Responsibilities include reviewing of open or closed CDC case records accuracy of case status and payments; make collateral contacts when there is incomplete or inconsistent information; identify corrective actions needed and make appropriate referrals. The data will be analyzed to identify root causes of errors to identify and make recommendations regarding CDC program and operational areas for improvement.

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

New position.

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

The Program Integrity and Oversight Unit of the CDC program develops performance measures of important process variables/quality characteristics and integrity for the Child Development and Care Program. This position will assist in ensuring that payment issues are resolved and case corrections are made in a timely manner. This position will also analyze patterns and processes that potentially show evidence of systemic weakness or unacceptable process variation and works with administrators and managers to develop corrective actions that result in improved performance, programs and processes. Student Assistant provides information to state administrative manager, which allows them to assess the quality of output from current major programs and processes and facilitates the development of improved programs and processes.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Some knowledge of terminology and subject matter in the area of work to be performed.
- Some knowledge of office equipment or materials used in the work.
- Ability to use a computer.
- Ability to follow oral and written instructions.
- Ability to learn the work of the agency.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.

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

6/24/2026

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