

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 Great Start
4. Civil Service Position Code Description Student Assistant-E	10. Division Child Development and Care
5. Working Title (What the agency calls the position) Student Assistant	11. Section Program Administration Support
6. Name and Position Code Description of Direct Supervisor SHEPHERD, HEATHER M; DEPARTMENTAL SUPERVISOR-2	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 (24 hours per week)
14. General Summary of Function/Purpose of Position This position will work in the Child Development and Care (CDC), Program Administrative Support (PAS) unit. Duties will include assisting the PAS Management reviewing CDC provider applications received for accuracy, contacting providers for missing information, assigning and entering applications into database, and creating scanned provider files. The student position will also assist customers with questions related to billing and payments, provider enrollment, and general CDC program questions.	

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: 75

Answers and responds to calls related to the CDC program received through the Customer Service phone line.

Individual tasks related to the duty:

- Answers general phone calls about provider enrollment.
- Respond to inquiries from the public, clients, CDC providers and other agencies staff regarding the CDC program policy guidelines, status of payment or Child Development and Care Handbook basic information.
- Ensures that reference material is current.
- Research inquiries and concerns by accessing numerous computer systems such as Bridges, CCAC and I-Billing System to research and CDC provider information necessary to resolve inquiries.
- Have basic knowledge of updated policies and processes to answer general CDC questions.

Duty 2

General Summary:

Percentage: 15

Review and log provider applications.

Individual tasks related to the duty:

- Retrieve applications and supporting verification.
- Reviews applications and supporting documentation to determine whether it's complete.
- Sends checklist identifying missing information.
- Assists Management with assigning applications to staff within the unit.
- Uses statewide databases to gather supporting information for CDC provider applicants.
- Processes mail and faxes and enters information into the database.

Update application tracking reports.

Duty 3

General Summary:

Percentage: 5

Scanning and creating electronic provider files.

Individual tasks related to the duty:

- Scan printed documents.
- Creation of electronic provider files.
- Assists with other general office duties as requested.
- Filing and document management

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Attend staff meetings.
- Represent unit on workgroups.
- Maintain confidentiality
- Attend training sessions

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

Work is performed under well-defined guidelines and assignments are reviewed while in progress. The employee is required to use judgment in the performance of the work.

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

As a student, the employee works under the immediate supervision of Departmental Supervisor.

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. Use of a computer. Use of other office machines/equipment.

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 will work in the Child Development and Care Program, Program Administrative Support (PAS). Duties will include assisting the PAS supervisor with reviewing applications received for accuracy, contacting providers for missing information, assigning applications for processing, answering phone calls, and creating scanned provider files.

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

New establishment.

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

The Program Administrative Support section is responsible for determining CDC unlicensed provider eligibility and completing enrollment. PAS also serves in the customer service role for incoming billing and payment, provider enrollment, and general CDC questions. The student assistant supports these activities/services.

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.
- Experience reviewing documents for accuracy.

CERTIFICATES, LICENSES, REGISTRATIONS:

The student must provide evidence of enrollment or acceptance to an educational institution.

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

2/27/2026

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