

State of Michigan
Department of Civil Service
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

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a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) VACANT	8. Department/Agency MDHHS
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) OFFICE OF CHILD SUPPORT
4. Civil Service Classification of Position STUDENT ASSISTANT	10. Division OPERATIONS
5. Working Title of Position (What the agency titles the position) DATA DISTRIBUTION, QUALITY ASSURANCE AND DOCUMENT MAINTENANCE	11. Section CASE MANAGEMENT
6. Name and Classification of Direct Supervisor STACEY RILEY, DEPARTMENTAL MANAGER 14	12. Unit
7. Name and Classification of Next Higher Level Supervisor SEAN BODELL, SAM 15	13. Work Location (City and Address)/Hours of Work LANSING

14. General Summary of Function/Purpose of Position

This position is the IV-D Child Support Program Operations customer service data distribution and document maintenance assistant. This position is directly responsible for distributing reports to staff, managers, and administration regarding Child Support functions. Additionally, this position will organize, maintain, and electronically image inbound and outbound documentation related to the establishment of Child Support orders and the establishment of inbound work items for the Child Support Specialists. With the implementation of new technology and business processes, this is a needed role to manage reporting and inbound documentation that will create work for these processes. The duration of this position will be dependent on the student's enrollment status. When the incumbent is no longer enrolled, the position will be posted and filled as a vacancy.

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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 % of Time 50

Provides document and workflow support to OCS Staff and Management.

Individual tasks related to the duty.

- Images documents and maintains retention system as required by statute and IVD policy
- Reviews documents and determines how they are to be handled by appropriate IVD staff
- Collaborate with administrative support staff, DTMB mail operation, Support Specialists and other vendors to fulfill the unit's document workflow needs

Duty 2

General Summary of Duty 2 % of Time 25

Provides Data Support to OCS Specialist and Leadership

Individual tasks related to the duty.

- Retrieve, filter and format data from reporting tools for the Departmental Specialist and Management staff
- Monitor and Record Support Specialists calls for review by OCS Management staff
- Compile and distribute weekly production reports for OCS management

Duty 3

General Summary of Duty 3

% of Time 25

Other duties as assigned

Individual tasks related to the duty.

- Document minutes of departmental and section level meetings
- Research child support cases for identification of special projects
- Various duties for other units as requested if feasible

Duty 4

General Summary of Duty 4

% of Time _____

Individual tasks related to the duty.

Duty 5

General Summary of Duty 5

% of Time _____

Individual tasks related to the duty.

Duty 6

General Summary of Duty 6

% of Time _____

Individual tasks related to the duty.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions necessary to carry out the tasks listed above.

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

This position is required to seek supervisory input on decisions that may result in changes in OCS procedure, Policy, Labor Relations, Revenue, or expenditures.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

This is a standard office environment using a desktop computer. You will be required to retrieve materials from a copier/fax throughout the day. Standing, stooping, walking, sitting, kneeling, bending, are all required in order to successfully complete the tasks of this position.

Conditions - Inflexible deadlines, ability to solve problems under pressure, punctuality and reliability.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME

CLASS TITLE

NAME

CLASS TITLE

20. My responsibility for the above-listed employees includes the following (check as many as apply):

☐ Complete and sign service ratings.

☒ Assign work.

☐ Provide formal written counseling.

☒ Approve work.

☐ Approve leave requests.

☒ Review work.

☐ Approve time and attendance.

☒ Provide guidance on work methods.

☐ Orally reprimand.

☒ Train employees in the work.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

- 22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?**

The position description is accurate as written

- 23. What are the essential duties of this position?**

Items 15 and 16

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

This is a new position being created to support major changes in OCS business processes and technology.

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

The Office of Child Support provides services to MDHHS clients and the general public to establish paternity, locate absent parents, and establish and enforce court ordered child support. This position is responsible for ensuring that inbound contacts regarding Child Support and establishment are addressed as timely and effectively as possible through the use of new technology and processes.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Must currently be enrolled in an educational institution. No degree requirement necessary

EXPERIENCE:

None necessary

KNOWLEDGE, SKILLS, AND ABILITIES:

Basic computer skills with Windows applications, organizational skills, and collaborative skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. I certify that the entries on these pages are accurate and complete.

Appointing Authority's Signature

Date