

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) Bureau of Employment Relations (BER)
4. Civil Service Position Code Description Departmental Technician-E	10. Division Wage & Hour Division
5. Working Title (What the agency calls the position) Case Processing Technician	11. Section
6. Name and Position Code Description of Direct Supervisor NIEDZINSKI, ANDREW G; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor MCBRIDE, SIDNEY; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 320 S. Walnut, Elliott-Larsen Bldg, Lansing, MI / Mon - Fri 8:00 am - 5:00 pm / Hybrid 3 days in office, 2 remote when proficient
14. General Summary of Function/Purpose of Position	
<p>The Wage and Hour Division (WHD) Case Processing Technician (CPT) provides a range of administrative and operational support functions related to complaints and cases filed with the Bureau of Employment Relations, Wage and Hour Division (WHD). This role requires strong attention to detail, the ability to work efficiently in a fast-paced environment, and strong organizational skills to be successful.</p> <p>Primary responsibilities include reviewing and organizing case files, verifying that all required documentation has been received, and maintaining accurate case information within the agency's case management systems and other storage platforms in accordance with established protocols. The CPT also facilitates basic communication of case information to involved parties and their representatives and supports collection and enforcement efforts related to payment obligations at the agency level.</p>	

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: 70

Under general supervision and in accordance with established procedures, the Wage and Hour Division (WHD) Case Processing Technician (CPT) provides a broad range of case processing functions on Wage and Hour cases.

Individual tasks related to the duty:

Key work functions may vary slightly depending on CPT's assignment in either the Early Disposition Unit (EDU), the Field Service Unit (FSU) Enforcement Unit, the CPT's assignment may include EDU, FSU and Enforcement and will include, but are not limited to:

- Initiate preliminary efforts to obtain or correct missing or inaccurate contact information for parties and representatives for new claims filed.
- Make timely and accurate entries and uploads into the agency's database systems and other files on case activity received by the division.
- Reviews cases and determines appropriate referral to either Investigation Section- Early Disposition Unit or Investigation Section- Field Service Unit as requested.
- Make timely and accurate entries and uploads into the agency's database systems and other files on case activity after final disposition received by the division.
- Distribute relevant case materials to parties, representatives, and other stakeholders, including the preparation of appeal packets for submission to MOAHR or Circuit Court, as appropriate, and Ag's office.
- Support agency-level collection and payment processing efforts for monies due under agency orders and payment agreements
- Monitor appeal requests and make appropriate system entries into the agency's database systems.
- Assist the Prevailing Wage (PW) Technician with related functions, as needed.
- Assist the FIOA Coordinator as requested.
- Assist with coordinating and scheduling meetings, conferences, hearings, especially for priority or time-sensitive events.
- Regular use of computerized equipment to input data, create/ generate documents and create and maintain files.
- Prepare letters, forms, e-mail communications and other applicable documents.
- Prepare training material.
- Proposes recommendations for project changes when necessary.

Duty 2

General Summary:

Percentage: 10

When necessary, assist with Prevailing Wage (PW) Technician functions.

Individual tasks related to the duty:

- Sets up and maintains files containing all contractors' and subcontractors' payroll reports, affidavits, and related documents, to be available for public inspection and reference.
- Assist with PW contract compliance and performance requirements, to include prevailing industry practice for compensation of similar trades, goods and services, and evaluation of overall vendor performance.
- Assist in monitoring contract compliance and/or contract financial performance to verify contract terms, services to be provided, and payment schedules and reviews contract and/or payment process.

Duty 3

General Summary:

Percentage: 10

Responds to inquiries on Wage and Hour Division matters and redirects as appropriate.

Individual tasks related to the duty:

- Provides non-legal, basic assistance to parties regarding filing processes, functions, and regulatory authority within WHD.
- Provides general assistance to the public, including claimants and employers, regarding submissions related to WHD matters.
- Documents contacts and completed service requests in appropriate systems for metric and timeline tracking.

- Generates reports, analyzes results, and prepares summaries to report to management, as needed.
- Implements appropriate measures to maintain security and safeguard confidential claimant and employer information.

Duty 4

General Summary:

Percentage: 10

Other duties and special projects as assigned.

Individual tasks related to the duty:

- Other duties and special projects as assigned.

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

Verifying pertinent case information such as party and representative names, addresses, phone numbers, email addresses, dates of employment, wages allegedly owed, create letters and checklists dependent upon the outcome for additional information. Make preliminary determination if the filings are acceptable and in compliance to proceed to the Early Disposition Unit for Investigation or next step in case processing.

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

Exceptions to or deviations from Wage and Hour Division's established policies 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.

Work is performed in an office environment where computer, internet, telephone, fax machine, and copier 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?

This position provides a broad range of technical assistance and case processing functions to the Wage and Hour Division regarding complaints filed for enforcement under the Payment of Wages and Fringe Benefits Act; the Youth Employment Standards Act; Michigan's Minimum Wage Law (Improved Workforce Opportunity Wage Act); the Earned Sick Time Act; the Prevailing Wage on State-Funded Construction Projects Act; and the Human Trafficking Notification Act.

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 Wage and Hour Division investigates complaints filed for enforcement under the Payment of Wages and Fringe Benefits Act; the Youth Employment Standards Act; Michigan's Minimum Wage Law (Improved Workforce Opportunity Wage Act); the Earned Sick Time Act; the Prevailing Wage on State-Funded Construction Projects Act; and the Human Trafficking Notification Act.

The Wage and Hour Division also educates employers and employees in the areas covered by these labor standards.

This position provides a broad range of technical assistance and case processing functions to the Wage and Hour Division regarding the processing of complaints filed for investigation from the case initiation through the post disposition.

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:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong written and verbal communication skills.
- Ability to work collaboratively in a team environment.

- Attention to detail and strong organizational skills.
- Analytical thinking and problem-solving abilities.
- Understanding of confidentiality requirements and ethical standards.
- Basic knowledge of WHD processes and terminology.
- Proficiency in Microsoft Office Suite and other relevant software.
- Experience with WHD case management functions.
- Experience working in case management related functions in a court or governmental agency.
- Ability to multitask effectively in high-stress situations and when interacting with difficult customers.
- Knowledge of microcomputer systems and related software applications, such as desktop publishing, word processing, and graphics software, etc.

**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

5/14/2026

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