

## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> DEPT OF INS AND FIN SERVICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b>
<b>4. Civil Service Position Code Description</b> STUDENT ASSISTANT-E	<b>10. Division</b>
<b>5. Working Title (What the agency calls the position)</b>	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> TORRES, DANIELLE M; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> HAYDEN, JEFFREY; SENIOR POLICY EXECUTIVE	<b>13. Work Location (City and Address)/Hours of Work</b> 530 W. Allegan, Lansing, MI 48933 / Varies
<b>14. General Summary of Function/Purpose of Position</b> This position serves as a general assistant to the Office of Appeals, Legal Research, and Market Regulation (OALRMR) assisting with routine office tasks such as copying, filing, and general correspondence. This position performs data entry, assists with the processing and quality assurance duties related to established office activities, and runs basic reports.	

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: 50**

Responsible for data entry, copying, filing, mailings, and other administrative support tasks as assigned.

**Individual tasks related to the duty:**

- Perform data entry into tracking systems and databases.
- Monitor tracking systems and databases.
- Run general reports and queries in tracking systems and databases
- Assist staff with copying, filing, scanning, mailing, and other tasks as assigned.

**Duty 2**

**General Summary:**

**Percentage: 45**

Perform a variety of technical assignments in support of services and activities for the office. Perform other duties as assigned.

**Individual tasks related to the duty:**

- Receive training on office processes.
- Receive training related to relevant statutes and regulations.
- Assist with quality assurance duties related to completeness of requests/appeals received by the office.
- Assist with the processing and quality assurance duties related to examinations and inquiries performed by the office.
- Perform other related duties assigned.

**Duty 3**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

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.

Position functions as a student assistant under the direction of the state assistant administrator. Independent decision making is not appropriate for most matters, but judgment is exercised in conveying information relative to the responsibilities of the office. Work is carried out in accordance with established procedures and in consultation with supervisor.

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

Questions outside of established 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.

Physical effort conducive to an office environment.

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?

See Box 14

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

PD update due to changes to percentages of duties/tasks.

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

The Office of Appeals, Legal Research & Market Regulation is responsible for providing legal research to the Director and DIFS staff, including legislative research and analysis. The office is also responsible for promulgating administrative rules, processing appeals under the Patient's Right to Independent Review Act (PRIRA), handling complaints under the Clean Claims Act, resolving provider appeals under MCL 500.3157a, resolving calculation reviews under the Surprise Medical Billing Act, drafting bulletins and other formal and informal guidance and for other special projects. This position provides administrative support to the office.

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:**

- Knowledge of Microsoft Office programs.
- Ability to use a computer to access, process, and manage information.
- Ability to follow oral and written instructions.
- Ability to learn the work of the agency.
- Ability to communicate effectively with others.
- Basic analytical skills desirable.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None required.

*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.***

ERMELINDA GARZA

1/14/2025

\_\_\_\_\_  
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.***

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Employee

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Date