

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

Position Code

1. HUMRTCHEB52N

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 CIVIL SERVICE COMMISSION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan Civil Service Commission
4. Civil Service Position Code Description Human Resources Technician-E	10. Division QUALITY OF LIFE
5. Working Title (What the agency calls the position) Human Resources Technician	11. Section OFFICE OF HUMAN RESOURCES
6. Name and Position Code Description of Direct Supervisor FABUS, HILLARY; STATE OFFICE ADMINISTRATOR	12. Unit CLASSIFICATION AND SELECTION
7. Name and Position Code Description of Second Level Supervisor ROUSE, NOELLE; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work CONSTITUTION HALL, LANSING / 8am-5pm

14. General Summary of Function/Purpose of Position

The Human Resource technician serves as a first point of contact for employees, providing essential support to the Quality of Life (QOL) HR Office while fostering strong employee-HR relationships. This role provides support to HR staff and customers by maintaining personnel files, ensuring compliance with employment documentation, assisting with new employee orientation, and supporting various HR functions, including unemployment processing, health monitoring processing, records management, scheduled Business Objects reports, research and preparation of freedom of information act (FOIA) requests. The position also facilitates communication by answering inquiries, routing calls, distributing mail, updating internal systems, and processing HR-related requests. In fulfilling these responsibilities, this position will interpret Civil Service rules and regulations, as well as department policies and procedures. The QOL-HR Office provides HR services for Department of Environment, Great Lakes, and Energy; Department of Natural Resources; and Department of Agriculture and Rural Development.

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

HR Office Support

Individual tasks related to the duty:

- Conduct research and provided information for FOIA requests.
- Maintain and update personnel files and HR records in compliance with policies and procedures.
- Conduct I-9 verifications to ensure compliance with employment eligibility requirements.
- Prepare and distribute new hire paperwork and ensure completion.
- Coordinate new employee orientation.
- Update internal systems, such as SharePoint and Human Resource Management System (HRMN), with relevant HR information.
- Run reports and compile data for HR staff as needed.
- Maintain and monitor the QOL HR electronic mailbox for incoming and outgoing messages
- Coordinate health monitoring activities including invoice processing, updating records, and filing.
- Process standard HR forms and documentation, including Alternative Work Schedules (AWS).
- Assist with composing correspondence, emails, and other HR-related communications.
- File documents into Content Manager (electric filing system).
- Timely processing of invoices for drug tests, supplies, and health monitoring activities.

Duty 2

General Summary:

Percentage: 30

Support and collaborate with various HR functions, including classifications and selections, payroll and transactions, labor relations, and the Human Resources Directors.

Individual tasks related to the duty:

- Assist and support HR units on complex issues related to classifications, selections, payroll, transactions, labor relations, and leadership initiatives or special projects.
- Ensure HR policies, procedures, and collective bargaining agreements are consistently applied.
- Collaborate with HR Directors to analyze workforce needs, solutions, and streamlining HR processes and implementing best practices to enhance efficiency and service delivery.
- Provide analysis and insights from HR data to support decision-making and compliance reporting.
- Assist with training sessions or develop resources to educate managers and employees on HR functions and best practices.
- Partner with various HR departments to ensure consistency in HR service delivery and alignment with leadership goals.
- Lead or participate in HR initiatives and planning efforts to support leadership in achieving strategic objectives.
- Assist with job postings and post selection audits.
- Serve as a backup for HR functions during peak hiring periods or staff absences.

Duty 3

General Summary:

Percentage: 15

Unemployment Billing, Health Monitoring and Invoice Processing.

Individual tasks related to the duty:

- Review unemployment charge statements to ensure accuracy.
- Identify unemployment discrepancies and flag potential overcharges.
- Work with labor relations team to verify billing amounts and dispute inaccurate charges and coordinate appeals with labor relations.
- Provide data and summaries to HR Directors for review and decision-making.
- Submit required unemployment documentation and employee statements with designated deadlines.
- Gather necessary documentation to respond to billing questions.
- Obtain health monitoring results from various vendors.
- Enter health monitoring information into HRMN ensuring accurate data entry.
- Process health monitoring invoices and distribution of information as necessary.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned/miscellaneous duties.

Individual tasks related to the duty:

- Provides general office assistance such as copying, sorting, and mailing items.
- Maintains and orders office supplies.
- Keeps front desk office manual updated

- Processes UPS billing.
- Collects and processes departed employee ID badges.
- Greet and assist employees, applicants, and visitors in a professional and courteous manner.
- Answer incoming phone calls, provide HR-related information, and route calls to the appropriate staff.
- Maintain a welcoming and organized reception area.
- Handle incoming and outgoing mail, including sorting, distributing, and preparing correspondence.
- Monitor and respond to inquiries via phone, email, or in person.
- Assist HR staff with scheduling meetings, preparing documents, and coordinating events.

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

Prioritizing day-to-day responsibilities

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

Deviation from established policy or procedures. Changing established procedures. Confronted with a situation not adequately addressed in policy or 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.

Standard office environment. Regular expose to computer screens and screen time. Primarily a sedentary role with periods of time sitting at a desk. Standing and walking when assisting employees, retrieving files, or handling office tasks. Occasional lifting, carrying, or moving office supplies, files, or small equipment. Frequent reaching, bending, and stooping to access filing cabinets and storage areas. Regular use of hands and fingers for typing, handling documents, and operating office equipment (computer, copier, fax machine, phone). In-person work requirements

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):

- | | |
|---|--|
| ☐ 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. |

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?

The Human Resource technician serves as a first point of contact for employees, providing essential support to the Quality of Life (QOL) HR Office while fostering strong employee-HR relationships. This role provides support to HR staff and customers by maintaining personnel files, ensuring compliance with employment documentation, assisting with new employee orientation, and supporting various HR functions, including unemployment processing, health monitoring processing, records management, scheduled Business Objects reports, research and preparation of freedom of information act (FOIA) requests. The position also facilitates communication by answering inquiries, routing calls, distributing mail, updating internal systems, and processing HR-related requests. In fulfilling these responsibilities, this position will interpret Civil Service rules and regulations, as well as department policies and procedures. The QOL-HR Office provides HR services for Department of Environment, Great Lakes, and Energy; Department of Natural Resources; and Department of Agriculture and Rural Development.

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

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

QOL-HR provides HR related service to Departments of Environmental Quality, Natural Resources, and Agriculture and Rural Development. This position provides frontline support by managing employee's inquiries, maintain personnel records, ensuring compliance, and assisting with various HR functions, including new employee orientation, records management, and FOIA requests, while facilitating communication and interpreting Civil Service rules and regulations.

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:

Human Resources Technician 7

One year of experience equivalent to a Human Resources Assistant 7; or one year equivalent to a Human Resources Customer Service Representative 7 in state service; or one year of administrative support experience equivalent to the 7-level in state service.

Human Resources Technician 8

One year of experience equivalent to a Human Resources Technician 7; or two years of experience equivalent to a Human Resources Assistant or Human Resources Customer Service Representative, including one year equivalent to a Human Resources Assistant E8 or Human Resources Customer Service Representative E8 in state service.

Human Resources Technician E9

Two years of experience equivalent to a Human Resources Technician, including one year equivalent to a Human Resources Technician 8; or three years of experience equivalent to a Human Resources Assistant or Human Resources Customer Service Representative, including one year equivalent to a Human Resources Assistant 9; or two years of experience equivalent to a Human Resources Customer Service Representative E8 in state service.

Alternate Education and Experience

Human Resources Technician 7

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

Human Resources Technician 8

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

Human Resources Technician E9

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of rules, practices and procedures used in public human resources administration.
Knowledge of state government organization and missions.
Knowledge of the functions assigned to various occupations in state government.
Knowledge of Michigan Civil Service Commission rules, regulations, forms and procedures related to the work.
Knowledge of collective bargaining agreement provisions and/or procedures related to the work.
Knowledge of HRMN, MIDB, and/or agency-specific databases.
Knowledge of state automated, human resource or payroll systems.
Knowledge of interviewing techniques used to collect data.
Ability to select and compile data for correspondence and reports.
Ability to apply standards and guidelines to individual situations to identify acceptable and/or problem circumstances.
Ability to meet officials of government and industry and the public to explain human resources operations.
Ability to conduct established training sessions, workshops, conferences, seminars and programs regarding staff development and training.
Ability to communicate effectively.
Ability to maintain favorable public relations.
Ability to assume responsibility and work independently.
Ability to follow complex instructions.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

N/A

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.

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