This position description serves as the official classification document of record for this position. Please complete this form 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.)

3. Employee Identification Number

4. Civil Service Position Code Description

5. Working Title (What the agency calls the position)

Customer Support Services Manager SAM-15

6. Name and Position Code Description of Direct Supervisor

Laurie Johnson, SDA-17

7. Name and Position Code Description of Second Level Supervisor

Karen Parker, SDD20

8. Department/Agency

Department of Health and Human Services

9. Bureau (Institution, Board, or Commission)

Business Integration Center

10. Division

Customer Support Services Division

11. Section

Customer Support Services

12. Unit

13. Work Location (City and Address)/Hours of Work

Business Integration Center Monday thru Friday, 7:30 a.m. to 5:30 p.m.

14. General Summary of Function/Purpose of Position

Position will manage the work units responsible for the customer service delivery System Resolution units for the division and BIC Position responsible for the Bridges Resource Center and the Customer Support System Resolution unit. The Customer Support System Resolution supports 1st tier, and 2nd tier system resolution for end users located in the field performing tasks on Department systems. This position is responsible for the tier 3 specialists supporting the system resolution related programs. This position assists with the overall direction of the Michigan Department Health and Human Services Business Integration Center, customer end user support of systems. Position includes planning, organizing, and directing various entities of system support necessary for the operations of the Department systems. Responsible for managing and overseeing strategic planning and operations of system resolution center development functions; specifically 1st and 2nd tier analysts. Train, and mentor staff in accordance with laws and policies. Identify, implement, and foster open communication within the Business Integration Center System Resolution, program support specialists and 1st and 2nd tier analysts. Direct report units include, managers, and Bridges Resource Center. This position makes recommendations to the Director of Customer service on Field Services issues and works daily with all bureaus.
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.

<table>
<thead>
<tr>
<th>Duty 1</th>
<th>General Summary of Duty 1</th>
<th>% of Time</th>
<th>50</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>As a member of the Business Integration Leadership Team, provide strategic direction for the development functions within the field support system resolution, which is compatible with Department mission, vision, and goals. Determine program support needs, coordinate planning, and oversee implementation of field support for program initiatives.</td>
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<table>
<thead>
<tr>
<th>Individual tasks related to the duty.</th>
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<tbody>
<tr>
<td>• Provides first line supervision of professional staff in a work environment.</td>
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<tr>
<td>• Establish program objectives, goals, and priorities for the first tier system resolution to support Bridges end-users in a timely and professional manner.</td>
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<tr>
<td>• Formulate current and long-range plans for development field support initiatives.</td>
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<tr>
<td>• Prioritizes and coordinates work assignments, sets objective for subordinates, monitors progress and provides feedback on performance in relation to staff activities for select software programs and interfaces.</td>
</tr>
<tr>
<td>• Establish goals that address customer satisfaction, cost containment, timeliness, and quality.</td>
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<tr>
<td>• Assess effectiveness of the field services operations and determine need for improvement.</td>
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<tr>
<td>• Collaborates with other work units in MDHHS, DTMB and other Program Partners to ensure coordination of maintenance and development activities.</td>
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<tr>
<td>• Consult with BSC and FOA personnel, BIC program office staff, on Tier 1 and Tier 2 analyst issues.</td>
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<tr>
<td>• Foster and encourage a culture of continuous improvement.</td>
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<tr>
<td>• Determines staff development needs and identifies training resources to foster professional growth.</td>
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<table>
<thead>
<tr>
<th>Duty 2</th>
<th>General Summary of Duty 2</th>
<th>% of Time</th>
<th>30</th>
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<tbody>
<tr>
<td></td>
<td>Develop, manage, monitor, and control customer service delivery for System Resolution analysts and personnel resource budgets within the area.</td>
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<th>Individual tasks related to the duty.</th>
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<tbody>
<tr>
<td>• Assure staffing goals and objectives are met.</td>
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<tr>
<td>• Assure preliminary staff for new initiatives with BIC projects are within the planning budget.</td>
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<tr>
<td>• Develop, monitor, and assure conformance with Department policy.</td>
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<tr>
<td>• Review programs, methods, and procedures to reduce wait time, cycle time of data fixes, and improve processes.</td>
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<tr>
<td>• Seek out best practices for the area activities and promote continuous improvement.</td>
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</table>
Duty 3

General Summary of Duty 3  % of Time  10
Oversee the selection and development of staff. Assure periodic and continuous evaluation of the job skills and performance of staff.

Individual tasks related to the duty.
Identify, develop, and implement effective, open communication within and outside the Business Integration Center.

- Assure equal opportunity in hiring, promoting, and other employment practices.
- Assure periodic and continuous evaluation of the job skills and training needs of staff.
- Assure periodic performance evaluations for all staff.
- Serve as coach and mentor in the development of staff.
- Advise staff in the resolution of sensitive or complex situations and determine appropriate course of action.

Duty 4

General Summary of Duty 4  % of Time  10
Other duties as assigned

Individual tasks related to the duty.
- Ensure Manager is kept informed on System issues, and other project statuses.
- Ensure all policies and pertinent Department communications are communicated to all employees.
- Assure all professional staff, including this position, communicate regularly with each other and their staff (preferably face-to-face).
- Provide the tools and training for the improvement of processes, cost of doing business, and employee development.
- Member of various program teams.
- Respond to program audits.
- Respond to internal operations audits.
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<tr>
<th>Duty 5</th>
<th>General Summary of Duty 5</th>
<th>% of Time</th>
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<td>Individual tasks related to the duty.</td>
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<tr>
<th>Duty 6</th>
<th>General Summary of Duty 6</th>
<th>% of Time</th>
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<td>Individual tasks related to the duty.</td>
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</table>
16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Exercise independent judgment and make independence decisions based on existing procedures, past practices or experiences. Initiate new or extend existing guidelines to address any situation not covered by existing or standard field support processes.

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

Performance is normally self-directed. Guidance is provided in terms of policy, goals, and politically sensitive issues by the Director, major changes in the unit, goals, and objectives, and significant changes in approach to the field support system resolution.

Utilization of resources outside the own work unit.

Approach to large complex system enhancement support.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Thorough knowledge and experience in presentation skills and techniques. Ability to read and understand plans and engineering documents and technical specifications. Consider demands for travel (overnight stays) and extra hours of work (nights and weekends as needed). Ability to operate in a heavy workload situation with tight and multiple deadlines and numerous assignments. Ability to perform essential job functions with or without reasonable accommodations.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<table>
<thead>
<tr>
<th>NAME</th>
<th>CLASS TITLE</th>
<th>NAME</th>
<th>CLASS TITLE</th>
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<tbody>
<tr>
<td>Vacant</td>
<td>DM-14 Customer Service Unit</td>
<td>Vacant</td>
<td></td>
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<tr>
<td>Deon Nelson</td>
<td>DM-14 Bridges Call Center Unit</td>
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<tr>
<td>Vacant</td>
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</table>

20. This position’s responsibilities for the above-listed employees includes the following (check as many as apply):

- [X] Complete and sign service ratings.
- [X] Assign work.
- [X] Provide formal written counseling.
- [X] Approve work.
- [X] Approve leave requests.
- [X] Review work.
- [X] Approve time and attendance.
- [X] Provide guidance on work methods.
- [X] Orally reprimand.
- [X] 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?
   All tasks require substantive levels of responsibility. However, duties 1 and 2 comprise the primary basis for this position.

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?
26. **What are the minimum education and experience qualifications needed to perform the essential functions of this position?**

**EDUCATION:**
- Possession of a bachelor’s degree in related field. Master degree preferred.

**EXPERIENCE:**
- Three-Five years of professional experience in management of customer service programs.
- Preferred minimum two years of professional, managerial experience and one year of experience in Bridges.

**KNOWLEDGE, SKILLS, AND ABILITIES:**
- Extensive knowledge of the principles and practices of customer service management and system resolution. Ability to recommend customer service, procedures, and resolution based on evidence and knowledge of the Business Integration Center viewpoint.
- Ability to establish and maintain effective relationships under varied conditions with public/private officials, and a variety of people at all management levels.
- Considerable knowledge of the principles of management (organizing, planning, staffing, training).

**CERTIFICATES, LICENSES, REGISTRATIONS:**

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


**TO BE FILLED OUT BY APPOINTING AUTHORITY**

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

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


**TO BE FILLED OUT BY EMPLOYEE**

*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.*


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