



UNPAID INTERNSHIP DESCRIPTION

INTERNSHIP HOST INFORMATION

State Department / Agency: Civil Service Commission
State Division / Office: Employee Benefits Division
Location of Internship: Lansing

INTERNSHIP SCHEDULE

Internship Time Period: Winter/Spring (Jan - Apr) - 2013	Internship Hours Requested Per Week: 15-20
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PREFERRED EDUCATION

Major / Minor: Human Resources Management, Communications, Public Administration, Accounting / Finance
Level of Education: Graduate
Preferred Skills / Qualifications: <ul style="list-style-type: none"> - Excellent written and verbal communication skills - Critical and strategic thinking - Ability to research and interpret data - Analytical skills - Ability to work independently and manage time efficiently and effectively - Professional and self-driven - Experience in writing policies and procedural documents - Possess a minimum experience level of intermediate in Microsoft Excel

Through this internship, student intern will develop or further strengthen the following competencies:

<input checked="" type="checkbox"/> Adaptability	<input type="checkbox"/> Continuous Learning	<input checked="" type="checkbox"/> Initiating Action
<input checked="" type="checkbox"/> Building Strategic Working Relationships	<input checked="" type="checkbox"/> Contributing to Team Success	<input checked="" type="checkbox"/> Innovation
<input type="checkbox"/> Building Trust	<input type="checkbox"/> Customer Focus	<input checked="" type="checkbox"/> Planning & Organization
<input type="checkbox"/> Coaching	<input checked="" type="checkbox"/> Decision Making	<input type="checkbox"/> Tech/Prof Knowledge & Skills
<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Follow-Up	<input type="checkbox"/> Work Standards

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Internship Title: Benefit Analysis Intern
Intern Responsibilities / Projects: <ul style="list-style-type: none"> - The primary responsibilities of the internship will require the ability to research and analyze insurance contracts to ensure compliance with performance standards and guarantees (P&Gs). - Confirm P&Gs are documented and tracked correctly. - Ensure formulas are accurately calculated in tracking system. - Add vendor self-reported P&Gs to tracking system. - Document missed Service Level Agreements (SLAs). - Intern will be required to compare and contrast current insurance vendor booklets with contract language for clarity and consistency. - Review insurance vendor booklets and identify discrepancies, as well as formatting and/or grammatical

With questions or for more information about the State of Michigan Internship Program, please contact:
Civil Service Commission, Career Services, 800-788-1766, MCSC-CareerServices@michigan.gov



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errors.

- Assist State Administrative Manager in preparing Request for Proposals (RFPs).
- Skills and abilities related to written communication will be used to draft, revise and update RFPs.
- Review current COBRA process for possible automation and improvements.
- Ability to analyze current process will be relied upon to develop and present recommendations for process improvements.
- Communicate effectively with staff to gather information to be included in revised documentation and for presentation of recommendations to management.
- Participation in requirements gathering sessions to review current process and other project related activities as assigned.

APPLICATION PROCESS

Submit: 1) internship application, 2) résumé, 3) cover letter, and 4) academic history to:
MCSC-CareerServices@michigan.gov or 517-373-7690 (fax).