

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

Position Code 1. STATEWKRA04N

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Highway Operations
4. Civil Service Position Code Description STATE WORKER	10. Division Transportation
5. Working Title (What the agency calls the position) State Worker (Travel Counselor)	11. Section Bay Region
6. Name and Position Code Description of Direct Supervisor HOFWEBER, JACK M; ENGINEER MANAGER LICENSED-4	12. Unit Mt. Pleasant TSC
7. Name and Position Code Description of Second Level Supervisor RANCK, ROBERT A; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 9599 US 127, Clare, MI 48617 / Days and hours vary at mgmt discretion

14. General Summary of Function/Purpose of Position

This position is a direct representative of the State of Michigan to the traveling public. As a travel counselor, provide and distribute literature, information, and guidance on travel and vacation activities within the state. Assist in preparing literature displays in the center and assist in clerical work. Work schedule includes weekends and holidays.

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

Welcome and provide face-to-face assistance to tourists traveling throughout our state, incorporating the highest levels of customer service standards.

Individual tasks related to the duty:

- Disseminate information and material to the general public.
- Suggest routing plans, tourist attractions, and any other facilities whether it is recreational, business, or emergency in nature with the express purpose of maximizing tourist expenditures.
- Perform necessary clerical work.

Duty 2

General Summary:

Percentage: 20

Assist in receiving and stocking literature for the literature racks and the storeroom.

Individual tasks related to the duty:

- Inventory literature periodically to assure proper distribution.
- Identify and recommend improvements in the work methods and materials used.

Duty 3

General Summary:

Percentage: 10

Perform other related work as needed or assigned by the supervisor.

Individual tasks related to the duty:

- Compile data from visitor guest cards.
- Assist with vendor displays, events, and giveaways and set up display boards.
- 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.

Decisions made while assisting travelers to find appropriate literature, directions, and reservations. Decisions are made in regard to travelers who have an emergency when a supervisor is not available. Help full-time staff in identifying, recommending, and implementing improvements in work methods.

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

When situations need clarification, if unable to answer traveler's questions, handling irate travelers, or any emergency situation dealing with Welcome Center facilities.

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.

Frequently moving/transporting up to 50 lbs while moving/transporting boxes, bundles of literature, unboxing literature, filling literature racks, etc. Position requires usage of a personal computer and may require availability outside normal working hours based on operational needs.

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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | 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?

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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?

The work area functions as a rest stop for travelers. This position provides travelers with assistance in obtaining information on tourist destinations, directions, reservations, securing emergency help, and helping to maintain a clean and safe facility.

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

EDUCATION:

No specific type or amount is required.

EXPERIENCE:

State Worker 4

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to:

- Maintain composure and communicate with all sectors of the public.
- Communicate effectively utilizing various communication devices.
- Use a personal computer.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Possession of a valid driver's license is 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.

JENNIFER HADDON

3/6/2025

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.

Employee

Date