

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) Highways
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Transportation
5. Working Title (What the agency calls the position) Assistant Manager	11. Section Mount Pleasant TSC
6. Name and Position Code Description of Direct Supervisor HOFWEBER, JACK M; ENGINEER MANAGER LICENSED-4	12. Unit Clare Welcome Center
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 Clare Welcome Center P.O. Box 51, Clare, MI 48617 / Various
14. General Summary of Function/Purpose of Position This position is responsible for the distribution and presentation of Michigan travel-related literature, utilizing available resources to showcase Michigan's potential to the public, organizing information based on visitor travel needs, assisting the public with travel routing/destination planning, and acting as a liaison to local organizations/entities for tourism promotions at the Welcome Center. Provide and distribute literature, information, and guidance on travel and vacation activities within the state. Assist in preparing literature displays in the center. This position functions as assistant manager of the Welcome Center.	

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: 55

Assist visitors at the welcome center by providing Michigan travel related information, incorporating the highest levels of customer service standards. Acts as a liaison to local entities/organizations for tourism and promotions at the Welcome Center. Build local relationships and customer interactions. Outreach to the tourist industry such as working with local area Chamber of Commerce and businesses.

Individual tasks related to the duty:

- Greet customers, respond to customer inquiries, and find information appropriate to meet customer needs. Be thoroughly familiar with literature available and significant points of interest throughout the state.
- Provide exemplary customer service in functioning as a role model for staff.
- Provide Michigan travel information services through distribution of literature, electronic information and general information.
- Acts as a liaison to local entities/organizations for tourism and promotions at the Welcome Center.
- Build local relationships and customer interactions.
- Outreach to the tourist industry such as working with local area Chamber of Commerce and businesses.
- Works with the state tourism industry to develop and implement special displays, host promotional events, and obtain special give-away prizes for use in drawings.
- 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 with and oversee the day-to-day duties of State Workers and maintenance staff and with staff training. Assist in scheduling to cover hours of operation. Provides feedback to manager regarding the performance of individual employees and work processes. Identify, propose, develop and implement improvements in the work methods and materials utilized in the operation of the Welcome Center.

Individual tasks related to the duty:

- Oversee work to be performed and actual performance of duties of staff in the absence of the Manager. Evaluate methodology for performing tasks to ensure maximum effectiveness and efficiency. Identify new ways of doing current tasks and new ways to better meet needs of customers. Respond to employee questions regarding performance of duties.
- Utilizes Guest cards to obtain goal-number of visitor email addresses.
- Works with the State Tourism Industry to develop and implement special displays, host promotional events, and obtain special give-away prizes for use in drawings to promote Guestcard completions.

Duty 3

General Summary:

Percentage: 20

Assist in receiving and stocking literature for the literature racks and the storeroom. Take inventory of literature and supplies and order as appropriate, with Supervisor approval. Display literature and materials to effectively promote travel and vacation activities. Load, unload, and stock supplies.

Individual tasks related to the duty:

- Inventory literature periodically to assure proper distribution. Identify and recommend improvements in the work methods and materials used.
- Maintain inventory of literature and other supplies
- Assist with vendor displays, events, giveaways, and set up display boards.
- Dispose of excess or outdated literature.
- Place literature orders and process received inventory.
- Prepare displays promoting tourism.
- Respond to telephone calls.

Duty 4

General Summary:

Percentage: 5

Perform other related work as needed or assigned by the Supervisor and perform exterior maintenance tasks.

Individual tasks related to the duty:

- Monitor the center, including inspections of the restrooms and building/ground activity. Provide information on maintenance needs to Lead Worker/Manager.
- Perform exterior maintenance tasks, including weeding, edging, power washing, and snow removal, to support regular contract employees and ensure the upkeep of outdoor areas.

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

Decisions are made when responding to individual questions asked by the travelers and assisting them in identifying types of information that will be helpful to them. Determine work to be completed and assign staff to perform tasks. The employee performs a range of departmental technician assignments under the direction of the supervisor.

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

Working conditions, change in operational standards, handling facility and equipment repairs, non-routine scheduling and work assignments. Departmental position on sensitive and/or political issues. Any decisions related to the full or partial closing of the facility due to emergency/safety issues.

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):

- | | |
|---|--|
| <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?

This position functions as an assistant to the Manager of the Welcome Center. Responsibilities include assisting the manager with managing the day-to-day operations of the Welcome Center. Assist the manager in evaluating the processes, products, and services provided by the Welcome Center. Provides assistance to visitors by providing Michigan travel related information.

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?

This position serves as a Travel Assistant at the Welcome Center.

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:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

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

Departmental Technician 8

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

Departmental Technician E9

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Michigan's highway system.
- Historical, geographical, and recreational points of interest and attractions.

Ability to:

- Determine who to contact to obtain additional information and services when needed.
- 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

3/4/2025

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