

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

Position Code 1. GNOFASTET67R

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 Operations
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Bay Region
5. Working Title (What the agency calls the position) Permanent Intermittent (PI) General Office Assistant 5-E7 - Travel Counselor	11. Section Mt. 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 9599 US 127, Clare, MI 48617 / Days and hours will vary - less than 40/week
14. General Summary of Function/Purpose of Position This position functions as a travel counselor. Responsibilities include providing and distributing literature, information, and guidance on travel and vacation activities within the state; assisting in preparing literature displays in the center; assisting with literature shipments; assisting in clerical work including, but not limited to, filing, logging complaints, retrieving and compiling data, time keeping, and other duties; and performing emergency janitorial duties when needed to resolve specific facility concerns. The work schedule will include some weekends, summer holidays, and weekdays.	

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: 60

Assist visitors at the Welcome Center by providing travel related information incorporating the highest levels of customer service standards.

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.

Duty 2

General Summary:

Percentage: 20

Assist in receiving and stocking literature for the literature racks and the storeroom. Perform exterior maintenance tasks.

Individual tasks related to the duty:

- Maintain an inventory of all literature to ensure proper materials are on hand as needed.
- Identify and recommend improvements in the work methods and materials used.
- Prepare displays of travel information.
- Utilize computer programs such as Excel, Word, and other web-based programs to assist in the preparation of literature orders and inventory reports.
- Receive literature orders and move materials to stock room.
- Retrieve literature and place on displays.
- Perform exterior maintenance tasks, including weeding, edging, power washing, and snow removal, to support regular contract employees and ensure the upkeep of outdoor areas.

Duty 3

General Summary:

Percentage: 20

Assist Welcome Center Facility Manager in the day-to-day operations of the Welcome Center facility.

Individual tasks related to the duty:

- Assist in the preparation of reports.
- Timekeeping responsibilities.
- Receive shipments and orders.
- Perform periodic inspection of facilities, grounds, parking, and pedestrian areas for cleanliness and defects.
- Report and take action to correct deficiencies.
- Perform basic maintenance and janitorial duties in emergency situations.
- Perform clerical duties.
- Perform other related work as needed or assigned.

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

Assist the general public with travel information.

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

Situations where no guidelines or instructions are available and emergency situations 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):

<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 a travel counselor. Responsibilities include providing and distributing literature, information, and guidance on travel and vacation activities within the state; assisting in preparing literature displays in the center; assisting with literature shipments; assisting in clerical work including, but not limited to, filing, logging complaints, retrieving and compiling data, time keeping, and other duties; and performing emergency janitorial duties when needed to resolve specific facility concerns.

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 is a travel counselor at the Clare 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:

General Office Assistant 5
No specific type or amount of experience is required.

General Office Assistant 6
One year of administrative support experience.

General Office Assistant E7
Two years of administrative support experience, including one year equivalent to the intermediate level.

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 preferred.

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 6/3/2025

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