

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

Position Code
1. DPTLTCHAG37R

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 DEPARTMENTAL TECHNICIAN-A	10. Division Bay Region
5. Working Title (What the agency calls the position) Clare Welcome Center Facility Manager	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 N US 127, Clare, MI 48617 / M-F, 7:00am-4:30pm (hours may vary)

14. General Summary of Function/Purpose of Position

This position functions as the recognized resource and primary point of contact responsible for the overall operation of the Clare Welcome Center including office/administrative functions, maintenance needs, custodial services, grounds maintenance, etc. This position is responsible for ensuring Welcome Center customers are provided with an exceptional visit by ensuring the friendliness and cleanliness of the facility as well as ensuring the most current information is provided to all customers. This position also serves as a liaison between the Welcome Center and Mt Pleasant Transportation Service Center (TSC)/Bay Region and supports and implements the strategic direction of Travel Michigan and the Michigan Department of Transportation (MDOT).

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: 40

As the recognized resource, oversee the administrative operations of the Welcome Center.

Individual tasks related to the duty:

- Function as the Facility Manager, ensuring that invoices are processed. Accurately enter all bills and invoices in accounting system and submit for supervisor approval.
- Prepare work schedules, monitor and ensure compliance with staffing budgets and restrictions, ensure all shifts are covered, and perform timekeeping duties in payroll system for Welcome Center staff.
- Monitor performance of Welcome Center staff, provide on-going guidance and training, and report progress and any performance issues to the TSC Manager.
- Manage Welcome Center costs within allocated budgets, report to the TSC Manager, and participate in budget discussions.
- Serve as a liaison between the Welcome Center and the TSC/Region.
- Monitor traffic patterns to predict when surges of visitors are likely and propose facility hours and staffing to management.
- Serve as the point of contact regarding literature displays by determining how displays are being presented and ensuring proper items are displayed at proper times of the year.
- Ensure Welcome Center literature is compliant with statewide rules and procedures.
- Take inventory of literature, materials, and supplies and order as appropriate. Load, unload, stock, and restock literature, materials, and supplies.
- Responsible for knowledge management, training, and cross training of staff and providing guidance on work methods.
- Identify, propose, develop, and implement improvements in the work methods and materials utilized in the operation of the Welcome Center.

Duty 2

General Summary:

Percentage: 30

As the recognized resource, oversee facility maintenance of the Welcome Center.

Individual tasks related to the duty:

- Function as the Facility Manager, ensuring the facility is functioning properly by inspecting the facility and ensuring all issues are handled in a timely matter. This includes maintenance needs, custodial services, and grounds needs, and requires working with contractors and/or department staff to address issues.
- Serve as the first point of contact for facility issues. Work with Welcome Center and TSC/Region management to coordinate/resolve issues by proposing recommendations and ensuring proper approvals for resolutions are in place.
- Monitor the performance of maintenance, custodial, and/or grounds staff which could include both contractors and/or department staff. Document deficiencies and take appropriate actions to resolve them. If deficiencies continue, recommend solutions to management.
- Perform emergency janitorial duties when needed to resolve specific facility concerns.

Duty 3

General Summary:

Percentage: 25

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

Individual tasks related to the duty:

- Greet customers, respond to customer inquiries, provide Michigan travel information, and find information appropriate to meet customer needs. Provide exemplary customer service and function as a mentor for staff.
- Provide Michigan travel information services through distribution of literature, electronic information, and general information. Be thoroughly familiar with the available literature and significant points of interest throughout the state.
- Research events happening throughout Michigan by staying active with local tourism boards and actively following various websites to assist customers with their travel needs.
- Answer phone calls/questions that are Welcome Center focused.
- Take the lead in assisting and addressing irate customers by actively listening to their concerns, maintaining a calm and professional demeanor, and working to diffuse the situation.

Duty 4**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- 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 involving day-to-day operations of the Welcome Center including staff schedules, literature inventory, ordering and displays. Decisions within established policies and procedures. Decisions are made when responding to individual questions asked by travelers and assisting them in identifying types of information that will be helpful to them. Decisions related to providing recommendations for needs for minor repairs and preventative maintenance. Decisions on most effective ways to store and display travel literature.

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

Any decisions outside of established policies and procedures. Decisions outside of Welcome Center Manager's authority including issues involving staff performance, non-routine scheduling, and any decisions related to the full or partial closing of the facility due to emergency and/or safety issues. Decisions regarding non-routine expenditures or expenditures outside of the allocated budgets.

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.

The Welcome Center is operated seven days per week. This position may be required to travel statewide to attend meetings and seminars. Position requires remaining in a stationary position for extended periods time, moving about the Welcome Center, and transporting up to 50 pounds. Position 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"/> N	Complete and sign service ratings.	<input type="checkbox"/> N	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> N	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> N	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> N	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> 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?

This position functions as the recognized resource and primary point of contact responsible for the overall operation of the Clare Welcome Center including office/administrative functions, maintenance needs, custodial services, grounds maintenance, etc. This position is responsible for ensuring Welcome Center customers are provided with an exceptional visit by ensuring the friendliness and cleanliness of the facility as well as ensuring the most current information is provided to all

customers. This position also serves as a liaison between the Welcome Center and Mt Pleasant TSC/Bay Region and supports and implements the strategic direction of Travel Michigan and MDOT.

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 function of the Clare Welcome Center is to provide current travel information/literature to the motoring public and provide a safe, clean facility, restrooms and grounds to welcome visitors at the gateway to northern Michigan. This position serves as the manager of this facility and ensures that these functions are consistently delivered.

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 10

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

OR

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

OR

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

Alternate Education and Experience

Departmental Technician 10

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- General functions of accounting systems to process payables and approve timesheets

Skill in:

- Effective usage of a computer

Ability to:

- Determine who should be contacted to obtain information and service needed
- Maintain a calm, professional demeanor at all times
- Communicate effectively with all sectors of the public

CERTIFICATES, LICENSES,

REGISTRATIONS:

Possession of a valid Michigan 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

2/12/2026

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