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| CS-214Rev 11/2013 |  |  Position Code1.
 |
|  | State of Michigan**Civil Service Commission**Capitol Commons Center, P.O. Box 30002Lansing, MI 48909 |  |
|  | POSITION DESCRIPTION |  |

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| This position description serves as the official classification document of record for this position. Please complete this form 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 |
|  | Michigan Department of Education |
|  3.Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
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|  4.Civil Service Position Code Description | 10. Division |
| Student Assistant-E, Grade A | Division of Educator, Student and School Supports |
|  5.Working Title (What the agency calls the position) | 11. Section |
| Student Assistant | Office of Educator Excellence |
|  6.Name and Position Code Description of Direct Supervisor | 12. Unit |
| Krista Ried, Education Consultant Manager 15 | Professional Educator Certification Services (PECS) |
|  7.Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| Sarah-Kate LaVan, State Office Administrator 17 | Hannah Bldg., 608 W. Allegan, 2nd Floor, Lansing, MI 489338am-5pm M-F |
|  14. General Summary of Function/Purpose of Position |
| The duties of this position will be to answer calls from educators and the general public, open mail and scan applications and other documents. Staff in these positions will use a multi-line phone system with extremely high call volumes (up to 150 calls per day) from educators requiring password resets so they can access their accounts in the Michigan Online Educator Certification System (MOECS). Student assistants will work up to 24 hours per week.  |
|  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 of Duty 1 % of Time 65**Answer calls from educators and the general public |
| **Individual tasks related to the duty.*** Answer calls from educators regarding their educator certificates. If needed, reroute calls to a PECS, OEE, or MDE staff for further action or take messages for a scheduled call-back.
* Answer calls from the general public. If needed, reroute calls to a staff member for further action or take messages for a scheduled call-back.
* Answer and assist calls from educators regarding password resets to their MOECS accounts.
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| Duty 2**General Summary of Duty 2 % of Time 30** Open, distribute, scan and upload (when relevant) the mail for OEE. |
| **Individual tasks related to the duty.*** Opens and distribute mail for the office.
* Scan documents to support applications for further processing.
* Upload and file application support documentation.
* Answer and assist calls from educators regarding documents for applications and upload to MOECS accounts.
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| Duty 3**General Summary of Duty 3 % of Time 5** Other job-related duties as requested |
| **Individual tasks related to the duty.**Other job-related duties as assigned |

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|  16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.N/A  |
|  17. Describe the types of decisions that require the supervisor’s review.Supervisor, and Certification Supports Analyst will make all decisions as to the work of these students.  |
|  18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.Office environmentMay require long hours working on the phone and/or with a computerNo environmental hazards |
|  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. (If more than 10, list only classification titles and the number of employees in each classification.) |
| NAME | CLASS TITLE | NAME | CLASS TITLE |
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|  20. This position’s responsibilities for the above-listed employees includes the following (check as many as apply): **Complete and sign service ratings. Assign work.** **Provide formal written counseling. Approve work.** **Approve leave requests. Review work.** **Approve time and attendance. Provide guidance on work methods.** **Orally reprimand. Train employees in the work.** |

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| 22. Do you agree with the responses for Items 1 through 20? If not, which items do you disagree with and why?N/A |
|  23. What are the essential functions of this position?The duties of this position will be to answer calls from educators and the general public, open mail and scan applications and other documents. Staff in these positions will use a multi-line phone system with extremely high call volumes (up to 150 calls per day) from educators requiring password resets so they can access their accounts in the Michigan Online Educator Certification System (MOECS). Student assistants will work up to 24 hours per week.  |
|  24. Indicate specifically how the position’s duties and responsibilities have changed since the position was last reviewed.N/A |
|  25. What is the function of the work area and how does this position fit into that function?The Office of Educator Excellence is responsible for the preparation and certification of educators including teachers, school counselors, and school psychologists in accordance with Michigan School Code, Administrative Rules, and the federally mandates. The function of PECS unit is the issuance and maintenance of educator certificates, authorizations and permits. This position provides front-line phone support and document processing for the unit.  |
|  26. What are the minimum education and experience qualifications needed to perform the essential functions of this position? |
| EDUCATION:Current enrollment in high school, vocational or technical school, or post-secondary educational institution. |
| EXPERIENCE: |
| KNOWLEDGE, SKILLS, AND ABILITIES:Knowledge of basic phone etiquette and customer service skills.Must be able to work well under pressure and close deadlines in a customer service-oriented environment with a high call volume.Must be able to communicate instructions in a patient, pleasant and professional manner.Skill with current technology (word processing, database software, etc.) related to the functions of this position. |
| CERTIFICATES, LICENSES, REGISTRATIONS:Student must provide evidence of enrollment or acceptance to an educational institution. |
| *NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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’s Signature Date** |
| TO BE FILLED OUT BY APPOINTING AUTHORITY |
|  Indicate any exceptions or additions to statements of the employee(s) or supervisors. |
|  *I certify that the entries on these pages are accurate and complete.*  **Appointing Authority** **Signature Date** |
| TO BE FILLED OUT BY EMPLOYEE |
|  *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’s Signature Date** |

**NOTE: Make a copy of this form for your records.**