

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STUDASTEL08R

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 EDUCATION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description STUDENT ASSISTANT-E	10. Division Division of Educator Excellence, Career Technical Education, Special Education, Administrative Law
5. Working Title (What the agency calls the position) Student Assistant	11. Section Office of Educator Excellence
6. Name and Position Code Description of Direct Supervisor RIED, KRISTA D; EDUCATION CONSLTNT MGR-5	12. Unit Professional Educator Certification Services (PECS)
7. Name and Position Code Description of Second Level Supervisor BROZANSKI, KELLI A; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Hannah Bldg, 608 W. Allegan, Lansing, MI / M-F, 8-5

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:

Percentage: 65

Answer calls and emails from educators and the general public.

Individual tasks related to the duty:

- Answer and assist calls from educators regarding password resets to their MOECS accounts.
- 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.
- Responds to email inquires.

Duty 2

General Summary:

Percentage: 30

Open, distribute, scan and upload (when relevant) the mail for OEE.

Individual tasks related to the duty:

- Answer and assist calls from educators regarding documents for applications and upload to MOECS accounts.
- Opens and distribute mail for the office.
- Scan documents to support applications for further processing.
- Upload and file application support documentation.

Duty 3

General Summary:

Percentage: 5

Other job-related duties

Individual tasks related to the duty:

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

Work is performed under well-defined guidelines and assignments are reviewed while in progress. The employee is required to use judgment in the performance of the work per the guidelines or to seek out support staff assistance.

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 in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Office environment

May require long hours working on the phone and/or with a computer

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?

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.

This position functions the same, we have updated the systems used and the way that information is accessed.

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:

Student Assistant A

No specific type or amount is required.

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 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.

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