

POSITION DESCRIPTION

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| 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 DNR-NATURAL RESOURCES |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
| 4. Civil Service Position Code Description General Office Assistant-E | 10. Division Parks and Recreation |
| 5. Working Title (What the agency calls the position) General Office Assistant e | 11. Section Western UP |
| 6. Name and Position Code Description of Direct Supervisor DOWDY, DANIEL C; PARK AND RECREATION MANAGER-1 | 12. Unit Porcupine Mountain Wilderness State Park |
| 7. Name and Position Code Description of Second Level Supervisor RICH, DOUGLAS; PARK AND RECREATION MANAGER-3 | 13. Work Location (City and Address)/Hours of Work 33303 Headquarters Road Ontonagon, MI 49953 / 40 hours/week, shift varies |
| 14. General Summary of Function/Purpose of Position Provides initial response for those contacting Porcupine Mountains Wilderness State Park (PMWSP). Including contacts by phone at park facilities and electronic and written correspondences. This position is responsible to provide current, correct and complete information for the general public on all programs, activities and resources available at PMWSP. This position is also responsible to inform public of rules and regulations governing these activities. Employee in this position is responsible to direct communications to park personnel for administrative and maintenance tasks. | |

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

Provides customer service and public relation duties within the Porcupine Mountains Wilderness State Park's customer service point of contacts.

Individual tasks related to the duty:

- Answer the telephone, route calls to the appropriate person, responds to inquiries/requests regarding any business within normal administrative and operational needs of the park.
- Answer questions from the public, other state agencies and stakeholders regarding state parks, boating programs, other department programs and community events.
- Serves as primary communications liaison and utilizes 2-way radios for communication for park related activities and emergency situations.
- Sell Recreation Passports and DNR Licenses
- Process reservations for Modern Lodge and Group Use camp.
- Assist visitors with registration and the sale of Recreation Passports, registering campers, and collect fees.
- Provide information regarding policies and procedures, park rules and processes to the public.
- Summons emergency services, upon request, such as police, fire, ambulance and conservation officers.
- Explain user fees to visitors for all activities in the park including camping, cabin/yurt usage, use permits, recreation passports and licenses.
- Aid group leaders in planning trips based on personal interest shown by group.
- Prepare and record the weather report/events announcement daily on the parks 1610 public radio.
- Assists with determining and verifying camping, lodging and park data accuracy for the reservation system.
- Answer incoming questions regarding reservations within the park.
- Process refund requests.
- Assist visitors in planning backpacking routes based on their experience and interests.
- Performs related work as assigned.

Duty 2

General Summary:

Percentage: 30

Office Support

Individual tasks related to the duty:

- Update cabin/yurt information packet.
- File, organizes, maintains and/or purges files, documents; Scan documents for electronic filing.
- Operates standard office equipment such as computer, telephone, copier/scanner/fax
- Prepare and type forms for Rangers or Management.
- Process incoming and outgoing mailings daily.
- Compile data and print reports
- Maintain brochure inventory for Visitor Center.
- Route, prioritize and respond to voicemails and email inquiries and respond to each. More critical correspondence is given to supervisor.
- Record, proof and distributes minutes of scheduled meetings.
- Manage telephone, radio and emergency contact list for PMWSP. (phone numbers, extensions and weather/road reports)
- Compose routine correspondence and memoranda in accordance with instruction.
- Enter non-career employee payroll into SIGMA; Backup payroll approver.
- Provides backup for CAMIS weekly remittances (process checkouts, certify and create bank deposits)
- Provides backup to prepare and process bills, invoices, receipts, statements, checks, inter-agency transactions and other documents in SIGMA
- Assist with the updating of park maps, flyers, brochures and electronic media.
- Attend training/meetings as needed
- May serve as backup for transporting currency to make bank deposits
- Retrieves and compiles data and prepares reports with the use of reservation system.
- Monitor public websites and social media for accuracy.
- Monitor closures for cabins/yurts/campsites within the reservation system (CAMIS)
- Performs related work as assigned.

Duty 3

General Summary:

Percentage: 5

Other Duties as Assigned

Individual tasks related to the duty:

- Occasional light janitorial duties as assigned which may include cleaning personal workspace, sweeping, dusting, vacuuming, cleaning windows and public restrooms.
- May be responsible for Fur/Deer/Bear registrations at PMWSP. Duties may include tagging, weighing or aging animal remains for statistical purposes and game regulations

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

- Process refund requests following procedure
- Triage communications based on health/safety/welfare situations
- First level to handle customer complaints

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

- Complex complaints that demand extra services and/or refunds.
- Determining and verifying camping, lodging and park data accuracy for the reservation system.
- Closures of cabins/yurts/campsites/roads

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.

Repetitive motions while performing computer and office functions. Extensive sitting, standing, walking, bending, lifting and carrying while performing duties.

Occasionally working in inclement weather conditions while performing job duties or in transit to other locations within the park

The office area can become very busy and crowded with numerous interruptions from staff, visitors and telephone calls. This environment requires a calm approach to complete tasks in order to properly facilitate visitor and staff demands

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?

- Ability to answer the phone and disseminate information accurately
- Use of office equipment – all types
- Follow specific processes, policies and understand procedures
- Process reservations in a timely manner
- Deal with high stress situations such as public complaints and emergency situations
- Provide general office support and complete related task relating to the position

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Position is no longer functioning at the advanced level. The position description has been updated to clarify that the primary tasks are related to customer service and public relations. In addition, there are other minor changes throughout.

25. What is the function of the work area and how does this position fit into that function?

The mission of the DNR Parks and Recreation Division is to acquire, protect and preserve the natural and cultural features of Michigan's unique resources and provide access to land and water based public recreational and educational opportunities

The function of this position is to assist the Porcupine Mountain Wilderness State Park and its staff with promoting this mission and providing our patrons with life-long memorable experiences. Serves as the first line contact for visitors and office support for staff at the Porcupine Mountains Wilderness State Park.

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 8

Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of general office practices; filing and general record keeping
- Computer and office equipment usage
- Correct usage of English and grammar
- Ability to communicate effectively and work under stressful conditions
- Ability to determine work priorities
- Ability to follow, apply, interpret and explain instructions and/or guidelines
- Ability to make decisions and take appropriate actions
- Ability to meet schedules and deadlines of the work area
- Ability to compose routine correspondences and reports
- Ability to compare data from a variety of sources for accuracy, completeness, grammar and format

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid drivers 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.

RYAN STARKWEATHER

Appointing Authority

2/20/2020

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