

**State of Michigan
Civil Service Commission**

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

Position Code

1. GNOFASTA

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 DNR-NATURAL RESOURCES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description General Office Assistant-A	10. Division Parks and Recreation
5. Working Title (What the agency calls the position) General Office Assistant A	11. Section
6. Name and Position Code Description of Direct Supervisor FLOYD, KARIS A; PARK AND RECREATION MANAGER-1	12. Unit Belle Isle State Park
7. Name and Position Code Description of Second Level Supervisor BISSETT, THOMAS; PARK AND RECREATION MANAGER-3	13. Work Location (City and Address)/Hours of Work 99 Pleasure Drive Detroit, MI. 48207 / 40 hrs./week, - including nights, weekends, holiday

14. General Summary of Function/Purpose of Position

This position functions as a lead worker, leading and participating in the work of other lower-level General Office Assistant E positions. As a lead worker, this position ensures the booths are adequately staffed with coverage, makes scheduling suggestions, and works with the Unit Supervisor to establish training for revenue collection in the park unit. This position is a front-line customer service person for belle isle park. This position receives visitors, answers the telephone, operates 2-way radios and office equipment, and sends and receives messages. This position performs public contact tasks including greeting visitors, answering questions, and disseminating information, ordering supplies and selling recreational passports out of the booths, as well as typing and other general office duties. This employee must be able to work independently under stressful situations with the ability to adapt to various environments.

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: 30

Lead and participate in clerical functions

Individual tasks related to the duty:

- Answer telephone, route calls, take messages
- Order and stock brochures, update information binder, dispense applications and forms.
- Relay information to other parks and personnel
- Access DNR web page to obtain current information
- Receive and respond to inquiries providing directions, instructions, promotional material, or other general information
- Schedule appointments and maintain conference rooms availability
- Take and disseminate meeting minute notes
- Maintain check log
- Maintain log of violation notices and paid/unpaid folder
- Maintain approved vendor list for companies/individuals to provide services within the park
- Records and produces minutes for public review for the Belle Isle Park Advisory Committee
- Explain work instructions to others, adapting guidelines to the assignment as needed
- Provides training to others at the work unit, including GOA and SPW staff

Duty 2

General Summary:

Percentage: 30

Lead and participate in public relations functions

Individual tasks related to the duty:

- Answer questions from the public about State Parks, boating programs, and other Department programs.
- Relay information to park visitors
- Answer questions from the public about State Parks
- Provide support for visitors within the events office issuing use permits, providing park information, and taking phone calls
- Act as community outreach agent by maintaining, tracking, processing, and distributing forms and notes
- Resolves problems and answers questions for other workers where needed

Duty 3

General Summary:

Percentage: 30

Lead and participate in the sale and public revenue functions

Individual tasks related to the duty:

- Sell Recreation Passports out of entrance booths
- Collect and secure revenue from sales in drop safes
- Inventory and assign change funds
- Check out cash boxes
- Prepare weekly CAMIS reports as requested by management
- Assist with CAMIS errors, including contacting CAMIS and/or the CAMIS liaison for assistance
- Remit and reconcile weekly credit card slips and weekly revenues
- Instruct Belle Isle Park staff on correct cash handling procedures
- Assist Event Analysts with payment and processing of permits, including one day permits and event/facility rentals
- Establishes and revises work methods, forms, formats, and standards to improve operating efficiency
- Assures that the work meets quality and production standards by reviewing the work for accuracy and proper completion and monitoring output.

Duty 4**General Summary:****Percentage: 5****PERSONNEL – HUMAN RESOURCES****Individual tasks related to the duty:**

- Maintain and track booth assignments via check in/check out log
- Review Time and Attendance, work reports and travel voucher forms for accounting and location information
- Distribute, receive, and review summer worker applications
- Assign uniform parts and keys
- Coordinates the work of the unit by determining priorities, scheduling, assigning, and explaining work, and overseeing the completion of the work.

Duty 5**General Summary:****Percentage: 5****MISC. DUTIES AS ASSIGNED****Individual tasks related to the duty:**

- Clean office area, vacuum, dust, wipe down counters, and clean electronic equipment
 - Clean conference room and prepare them for conferences as needed
 - Clean office restrooms to documented cleaning standards
 - Clean public restrooms to documented cleaning standards
- 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.

Process refund requests following procedure
Triage communications based on health/safety/welfare situations
First level to handle customer complaints
Assignment of staff to booth locations to maximize coverage

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

Complex complaints that demand extra services and/or refunds.
Determining and verifying shelter and park data accuracy for the reservation system.
Closures of shelters/green spaces/roads
Disciplinary issues within the unit, including determinations of overage and/or shortage outcomes

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.
Frequently 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 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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E 6		

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.	Y	Assign work.
N	Provide formal written counseling.	Y	Approve work.
N	Approve leave requests.	Y	Review work.
N	Approve time and attendance.	Y	Provide guidance on work methods.
N	Orally reprimand.	Y	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 tasks relating to the position
- Sell Recreation Passports and handle large amounts of money per policy
- Clean office and restrooms as needed
- Train others in proper operational and clerical methods

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

New position

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 Belle Isle 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 Belle Isle 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
- Ability to explain instructions and guidelines and train others effectively.
- Ability to determine work priorities, assign work, and review work for quality and production standards.
- Ability to assist others in solving work problems.
- Ability to organize and coordinate the work of the unit
- Ability to establish and revise operational standards.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid driver's license 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.

None

I certify that the entries on these pages are accurate and complete.

RYAN STARKWEATHER

9/18/2024

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