

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

<b>Position Code</b> 1.
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## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LICENSING AND REGULATORY AFFAIRS
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Corporations, Securities & Commercial Licensing
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b> Corporations
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant - E 5-7	<b>11. Section</b> Marks and Business Services Unit
<b>6. Name and Position Code Description of Direct Supervisor</b> MIDDLEBROOKS, STEPHANIE M; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> LUPO, ALEXIS I; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 2407 N Grand River Ave Lansing, MI 48906 / 8am-5pm
<b>14. General Summary of Function/Purpose of Position</b> Disseminate information regarding corporate, limited partnership and limited liability company filings to the public. Complete orders for certificates and copies.	

**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: 60**

Answer telephone inquiries and general questions about specific corporations, limited partnerships and limited liability companies. Provide information to the public from the Corporations Division records and apply instructions and guidelines.

**Individual tasks related to the duty:**

- Receive and respond to inquiries from the general public.
- Retrieve data by performing a search of specific databases or card records for information requested.
- Provide caller with information requested in an effective, professional manner, explaining what is available and the procedure for accessing information.

Screen and route callers to proper unit or person as needed.

**Duty 2**

**General Summary:**

**Percentage: 20**

Respond to incoming mail. Prepare form letters and reports. Complete general office tasks.

**Individual tasks related to the duty:**

- Open and process general mail inquiries from the public.
- Prepare routine responses to correspondence.
- Sort, alphabetize or place in numerical order various documents for filing.
- Maintain files of correspondence and other pending documents.
- Retrieve records from files and route to proper person.
- Retrieve and compile report data in accordance with established procedures.
- Search computer database to look up or verify information requested from manual and electronic files.
- Search microfiche and archived records of entities for information requested.
- Assemble invoices, certifications and documents for mailing.
- Record completed orders numerically.
- Operate microfiche/film copiers, laser printers, regular copiers and fax machines.
- Create filer accounts.
- Process refunds.

Perform related work appropriate to the classification assigned.

**Duty 3**

**General Summary:**

**Percentage: 15**

Respond and process orders for copies and/or certificates for annual reports and documents of corporations, limited partnerships and limited liability companies via telephone, counter, mail and facsimile.

**Individual tasks related to the duty:**

- Enter orders on computer system.
- Retrieve data by performing a search of specific database or card records for information requested.
- Print copies of documents from microfiche or database.
- Prepare computer printouts of pertinent data and verify content.
- Compose correspondence and prepare invoices.
- Prepare manual certificates from information retrieved from computer, microfiche or archived records.

Proofread letters and certificates, assemble materials and mail or fax.

**Duty 4**

**General Summary:**

**Percentage: 5**

Perform related work as assigned.

**Individual tasks related to the duty:**

Perform related work as assigned.

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

Determine documents to be certified to accurately fill a request. Certified copies of documents are frequently requested for use in legal transactions or as court evidence and must be accurate and true.

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

Requests or questions of a technical nature or when no policy or procedure exists. Need assistance in preparing wording or approval of proposed language of Fact Certificates.

**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 job is performed in a general office environment. The position requires minimal physical effort or exertion. Physical effort would be sitting, standing and walking to other areas and transporting files within the office. Environmental conditions would be limited to exposure to the heating and cooling of the building during the 8-hour workday.

**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"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> 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?**

- Communicate effectively with public in person, by telephone or in writing.
- Follow procedures and policy
- Prepare routine correspondence and certificates.
- Access and retrieve data from computer database.
- Select and compile information for specific requests.
- Enter information on computer order entry program.
- File alphabetically and numerically.
- Operate and maintain office equipment/machines.
- Process unit work within time frame of established standards.

Provide general clerical support as assigned.

**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 Business Services Section provides information on corporations, limited partnerships and limited liability companies to the public, based on the records of the Corporations Division, and takes orders by phone for copies of documents and special certificates and provides clerical support to professionals and paraprofessionals. This position is responsible for performing all tasks required to fully process all requests received.

**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 5**

No specific type or amount of experience is required.

**General Office Assistant 6**

One year of administrative support experience.

**General Office Assistant E7**

Two years of administrative support experience, including one year equivalent to the intermediate level.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Some knowledge of the laws administered by the Division and some knowledge of Corporations Division procedures including the ability to select and compile data and follow instructions and procedures.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*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