Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy. The official position description for this position is available from the HR office for the agency.

Position Code: STUDASTEQ06R

Civil Service Class and Level: Student Assistant-E

Working Title (What the agency calls the position): Student Assistant

Name and Position Code Description of Direct Supervisor: KLENK, DAVID A; STATE ADMINISTRATIVE MANAGER-1

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Work Area: Field Services Division

Work Location/Hours of Work: 711 N Saginaw, 1st Floor, Flint, MI 48503 / Vary

General Summary of Function/Purpose of Position: The Student Assistant will provide support to the Field Services Division, Central Region of the Bureau of Services for Blind Persons Flint and Lansing offices. The Student Assistant will perform general office duties including preparing documents, dissemination of materials to customers, scanning/uploading documents, filing, data entry and other duties as assigned. The Student Assistant will communicate with customers, BSBP staff and community partners via email, phone, and virtual meetings.

Assigned duties and tasks for each duty.

Duty 1 **Percentage: 70**

Office support to Central Region.

- Scanning/Uploading, copying, faxing, and shredding documents
- Follow-up with customers for documentation
- Data entry as directed in electronic case management information system (ECMS)
- Case file organization
- Compile regional mailings
- Collate reports, and invoices
- Organize equipment for rehabilitation professionals to dispense to their customers
- Order vendor catalogs, brochures and other materials as directed
- Provide direct support to staff and management team as needed

Duty 2 **Percentage: 20**

Support BSBP’s programs, services, and customers.

- Assist with registering customers and community partners for identified programs
- Assist with obtaining the required documentation for program participation
- Provide support onsite at scheduled programs/events
- Assist with arranging, scheduling, and coordinating vendor and partner services as directed by rehabilitation professionals and management team.

Duty 3 **Percentage: 10**

Other duties as assigned.

Other duties as assigned.

Types of decisions made independently and whom or what those decisions affect: The individual in this position will complete the duties outlined in this position description and will provide support as needed for other duties as assigned. This individual will be expected to work independently requesting assistance when they do not understand directives provided to them.

Types of decisions that require the supervisor's review: Any decision involving interpretation of policy and where fiscal resources are needed. This individual will also need to receive regular supervision to ensure that duties as assigned are completed as requested.

Physical effort used to perform this job and environmental conditions of this position: Bending, sitting, crouching, lifting up to 30 lbs., and travel if needed.

Names and classes and levels of employees whom this position immediately supervises:

Essential functions of this position: Clerical support work in multiple offices.

Function of the work area: Aid FSD Administrative Support Staff in BSBP's Central Region. Function is to ensure proper processing of information and customer service necessary to support Vocational Rehabilitation Counselors and Blind Rehabilitation Teachers in the completion of performing professional duties. FSD Administrative Support Staff provide support to staff including bill paying, documentation in electronic case files, ordering supplies and taking new referrals for services. This position will act as a support to complete daily office duties assigned to the FSD Administrative Support Staff in the Region.

Education, experience, and credentials typically needed to perform the position's essential functions [Equivalent combinations of education and experience can also be evaluated on an individual basis for applications providing sufficiently detailed descriptions of the other experience.]:

EDUCATION:
Must be a student attending college or university a minimum of 6 credit hours per term.

EXPERIENCE:

Student Assistant A
No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:
Basic familiarity with computers and the ability to transfer data from paper to the computer. Basic understanding of general office equipment including a scanner, copier, fax machine. Working knowledge of Microsoft Office. Good telephone etiquette and communication skills and able to file.

CERTIFICATES, LICENSES, REGISTRATIONS:
None.