

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

Position Code 1. SEMA2C46N

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 MILEAP
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Child Care Licensing
4. Civil Service Position Code Description SENIOR EXEC MGT ASST-2	10. Division
5. Working Title (What the agency calls the position) SEMA	11. Section
6. Name and Position Code Description of Direct Supervisor ADAMS, COURTNEY A; SENIOR MANAGEMENT EXECUTIVE	12. Unit
7. Name and Position Code Description of Second Level Supervisor LAIDLAW, EMILY L; SPECIAL APPOINTEE	13. Work Location (City and Address)/Hours of Work 105 W. Allegan St. Lansing, MI 48933 / Monday-Friday 8:00-5:00

14. General Summary of Function/Purpose of Position

This position provides executive-level support to the Director of the Child Care Licensing Bureau. (CCLB). The position performs a variety of administrative and executive support tasks and responsibilities which may include highly confidential and sensitive information. Administrative functions include, but are not limited to, the following: maintaining the schedule and appointments for the Bureau Director; coordinating with internal and external partners; preparing correspondence, supporting internal communications; coordinating projects; organizing bureau engagement activities and events, and assisting with other administrative duties. This position also supports bureau hiring, onboarding, and personnel-related processes in partnership with the bureau and department.

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

Perform administrative support as an executive assistant to the Bureau Director.

Individual tasks related to the duty:

- Manage and prioritize the Bureau Director's schedule , resolve scheduling conflicts, ensuring that appropriate priority is given to meeting requests where conflicts exist and account for any travel arrangements.
- Screen, triage, and respond to incoming correspondence and phone calls, providing executive level constituent service support when appropriate.
- Draft, edit, and proof written communication and formal correspondence including letters, memos, and reports.
- Brief Bureau Director on matters and issues/concerns related to the bureau and/or department.
- Organize, prepare, and disseminate materials, agendas, and follow-up actions for meetings and presentations and handouts for meetings and presentations.
- Establish and maintain a bureau filing system, preferably electronically.
- Communicate assignments and track responses on behalf of the Bureau Director, including follow-up on directives and deadlines.
- Coordinate internal communications and bureau-wide engagement efforts, including events and other activities.
- Record and finalize meeting minutes and distribute to team members as appropriate.
- Review, proofread, and edit documents prepared for the Bureau Director's signature.
- Provide backup support to administrative team members as needed.

Duty 2

General Summary:

Percentage: 20

Assist with special projects for Bureau Director.

Individual tasks related to the duty:

- Conduct research and gather data to support strategic planning and bureau reporting.
- Prepare background information and details for meetings.
- Coordinate with other areas of the Bureau, MILEAP Executive Team, and offices/divisions across the department.
- Oversee bureau-wide initiatives and support implementation of Bureau Director prioritized projects.
- Handle confidential and sensitive matters with discretion and judgment.
- Coordinate projects that may involve other offices/divisions in the department.
- Prepare briefing documents, talking points, and background materials for internal and external presentations.
- Obtain information and maintain confidentiality.

Duty 3

General Summary:

Percentage: 10

Handle and complete any other administrative duties as Liaison for the Bureau Director.

Individual tasks related to the duty:

- Serve as liaison between the Bureau Director and staff, by transmitting directives, instructions and assignments and following up on the status of assignments.
- Assist with personnel matters for the bureau including, but not limited to hiring, promoting, recruiting, drafting criteria, interview questions, appointment memos, and onboarding. Drafts position descriptions for establishments and reclassifications.
- Serve as timekeeper.
- Serve as a Bureau representative for any human resource related issues, i.e., labor relations, bargaining agreements, training, etc.
- Partner with bureau leadership to track staffing needs, analyze vacancies, evaluate, and prepare recommendations to the Bureau Director on staffing for each program area.
- Make travel arrangements, prepares itineraries, prepares and compiles travel vouchers, and maintains all travel records.

Duty 4

General Summary:

Percentage: 10

Handle and complete any other administrative duties and responsibilities as assigned.

Individual tasks related to the duty:

- Provide basic phone and computer technical support and network access coordination.
- Act as backup to other team members in the office when necessary.
- Prepare travel vouchers and review invoices for payment.
- Assist with timekeeping process.
- Complete any 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.

Decisions regarding the handling of calls, mail, and email are made independently and are routed to team members or the Bureau Director for handling as appropriate. Independent discretion and judgment will be required for determining which inquiries are to be handled by the administrative assistant and which matters may need escalation or involvement of the Bureau Director. Also, decisions on prioritizing meetings and general office operations are handled independently on behalf of the Bureau Director.

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

Highly sensitive and confidential meeting requests, correspondence, and information received may require input from the Bureau Director to determine proper handling. Certain communication from the Executive Office, the Legislature, or other key stakeholders may also require the Bureau Director's review to determine proper handling.

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 setting. Use of office machines including computer, copier and phone.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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 essential duties of this position include scheduling meetings, screening callers, visitors, and mail; preparing meeting briefings, agendas, handouts, and making travel arrangements. Additionally, the position is responsible for responding to requests for information, composing correspondence for the Bureau Director's signature, maintaining files, emails, and records. Finally, the position acts as the liaison with the Bureau Director's team to delegate work, relay information, organize events, deliver communication, and follow-up on assignments on behalf and from the Bureau Director.

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

Minor PD updates to reflect the transition of this position to MiLEAP.

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

The Bureau Director's Office is responsible for the oversight and management of the Child Care Licensing Bureau that licenses, enforces, trains and educates child care organizations and providers across the state. The Administrative Assistant serves to support the Bureau Director in meeting the overall operational needs of the Bureau and assisting in meeting the Bureau's objective and mission of regulating licensed child care providers as a way to protect the health, safety and welfare of the public.

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:

Senior Executive Management Assistant 11

Six years of office experience involving administrative support practices, including three years equivalent to an advanced, 8-level, administrative support worker, Secretary E8, or Legal Secretary E8; two years equivalent to a Secretary 9, Legal Secretary 9, or Senior Executive Management Assistant 9; or, one year equivalent to the Division Head Legal Secretary 10 or Executive Secretary E10.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the application of instructions and guidelines to specific problems. Knowledge of the application of the mission of the specific organizational entity to the performance of executive support activities. Knowledge of organization, subject matter procedures, instructions, and guidelines of departments within the state service. Knowledge of departmental policies, procedures, and organizational relationships. Knowledge of the organization, punctuation, and composition of business letters, reports, charts, and tabular material. Knowledge of correct English usage, spelling, and punctuation. Knowledge of current computer environments; i.e., Windows or Systems 7. Knowledge of software programs such as Word, WordPerfect, Excel, Access, Lotus, FoxPro, and PowerPoint. Knowledge of the organization and maintenance of filing systems. Knowledge of the techniques of receiving callers, making appointments, and giving information. Some knowledge of human resource practices. Some knowledge of budget preparation. Ability to maintain a high degree of confidentiality. Ability to make decisions where precedents may not be established. Ability to apply the overall mission of a department to make executive support decisions. Ability to review several diverse reference sources and select and synthesize data for reports and other forms of correspondence. Ability to apply instructions and guidelines in the disposition of problems. Ability to follow complex instructions. Ability to compose letters and memoranda. Ability to type and/or take dictation to meet standards in giving out information and referring callers. Ability to use a Windows or Systems 7-based environment to create presentations, charts, graphs, databases, and spreadsheets. Ability to use diplomacy, discretion, and judgment in giving out information and referring callers. Ability to direct, review, and evaluate the work of other employees, as required. Ability to make decisions and take necessary actions. Ability to maintain composure during stressful situations. Ability to efficiently handle multiple tasks requiring a high degree of attention to detail.

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.

BERNITA KISSANE

10/16/2025

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