

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Customer Records Division
5. Working Title (What the agency calls the position) General Office Assistant 5-E7	11. Section Vehicle Records Program Section
6. Name and Position Code Description of Direct Supervisor WATTS, CHARLES; DEPARTMENTAL SUPERVISOR-1	12. Unit MiEFS Unit
7. Name and Position Code Description of Second Level Supervisor FREDERICKS, MATTHEW; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 7064 Crowner Drive, Lansing, MI 48918 / 8:30a.m. - 5:00p.m.; Monday - Friday
14. General Summary of Function/Purpose of Position This position is primarily responsible for a review of documents processed by participants in the Michigan Electronic Filing program (MiEFS). The MiEFS program allows dealers, manufacturers, fleets, and titling services to process certain title and registration transactions onsite through a customized program via a third party vendor. This position provides a review of the transaction paperwork to ensure legal and Department requirements are met. This position also assists the participants through the MiEFS Help Desk answering telephone calls and tracking correction activity.	

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: 75

Review of supporting documentation submitted by MiEFS participants.

Individual tasks related to the duty:

- Analyze transaction documents in Customer Automotive Records System (CARS) for completeness.
- Review voided transactions to ensure appropriate activity.
- Verify that all necessary transaction-related documents in CARS are submitted and in proper order
- Ensure that any needed record corrections are referred to Vehicle Record Activity Unit.
- Retrieve files and records
- Determine accuracy of fees charged
- Enter any errors found in the MiEFS database for tracking
- Contact the entity for any necessary corrections or missing documentation

Duty 2

General Summary:

Percentage: 15

Provide support to MiEFS participants through the MiEFS Help Desk

Individual tasks related to the duty:

- Answer participant phone calls
- Provide necessary forms/instructions for corrections and deletes
- Provide procedure guidance for allowed transactions.
- Refer participants to the vendor Help Desk, MDOS Finance, and the Michigan Department of Treasury as needed.
- Notify participants when corrections are completed.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned

Individual tasks related to the duty:

- Pick up/deliver paperwork to other units in the Department
- Review pending correction/delete paperwork for completion
- Other tasks as needed.

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

The employee selects the transactions to review
Sends corrections to Vehicle Record Activity Unit
Evaluates delete requests for completeness
Retrieve paperwork from incoming reports for error correction
Provide basic procedures to participants
Request missing paperwork from participants
Request title certificate be pulled from mailing
Determine an error during review of the paperwork

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

When the employee is not sure what procedures apply to the participant's situation
Approval for leave requests
Issues with the vendor program
Requesting program changes
Requesting procedure changes

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.

Position requires lifting and/or reaching for baskets, boxes and tubs of work that are above and below head level. Repetitious hand and arm movement is also required. The position is in a normal office setting.

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?

The essential duties of this position are to review documents from MiEFS participants to ensure compliance with legal and program requirements.

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

The overall duties are the same; minor changes to Section/Unit names and tasks.

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

The essential duties of the MiEFS Section are to ensure compliance with legal and program requirements by MiEFS participants. This position assists in that responsibility by reviewing the supporting documentation and providing assistance when participants have questions or issues.

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:

Must have knowledge of title application documents and fees, and knowledge of how transactions are processed. Must be able to communicate effectively with participants and individuals from other work areas

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.

2/4/2020

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