

**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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description General Office Assistant-A	10. Division Office of Customer Records
5. Working Title (What the agency calls the position) Lead Worker – Document Preparation Team	11. Section Document Processing Section
6. Name and Position Code Description of Direct Supervisor PATTERSON-STAPOR, DARLENE L; DEPARTMENTAL SUPERVISOR-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor RICHMOND, DAVID J; DEPARTMENTAL MANAGER-3	13. Work Location (City and Address)/Hours of Work 7064 CROWNER DR; LANSING, MI 48917 / Monday - Friday, 8:00 - 4:30 pm

14. General Summary of Function/Purpose of Position

This position serves as a lead worker for the Document Processing Unit, which prepares documents for imaging and performs the pulling and releasing of vehicle documents. This position, under the direction of the supervisor coordinates and schedules work assignments. The incumbent reviews work, trains employees, answers work related questions as the unit's first line resource and is the first to implement new functionality necessary to meet goals and demands requested by the administration. This position provides administrative support to the supervisor by drafting reports and attending meetings to provide information and insight based on compiled data. The incumbent will also serve as a backup to all document processing tasks if needed, as well as possess working knowledge of all Document Scanning Sub-Unit tasks.

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

Provide training and direction to unit employees regarding the processing of unit work. Provide advice on unusual or difficult situations.

Individual tasks related to the duty:

- Coach staff members toward self-reliance in the performance of their duties.
- Train new and current employees.
- Assist employees with problematic transactions or complex tasks.
- Adapt generalized instructions to meet specific needs of work area.
- Oversee work of unit employees and provide methods for improvement.
- Answer questions related to unit tasks.
- Update unit instructions and guidelines as needed.
- Apply and adapt instructions to resolve difficult problems and transactions.
- Schedule assignments for unit employees.
- Organize and coordinate work priorities, adjusting to maintain even workflow.
- Prioritize work regarding staff, attendance, and training.
- Oversee timely completion of work.
- Reassign staff to ensure completion of priority work when necessary.
- Review completed work and provide employees with feedback to enhance job performance.
- Verify quantity and quality of retrieved records.
- Resolve equipment problems/breakdowns.
- Communicate and document procedural changes and unit activities.

Duty 2

General Summary:

Percentage: 30

Perform unit tasks.

Individual tasks related to the duty:

- Locate and retrieve physical copies of documents not yet available in the Customer and Automotive Records System (CARS).
- Prepare documents for imaging, pull staples, tape tears, trim frayed edges, stack documents squarely and in proper order.
- Release documents to Imaging Team.
- Pull documents for special handling.
- Serve as a back up to all Document Processing Unit tasks, including the Imaging Sub-Unit.
- Special projects as assigned.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Record and assess production data and allocation of hours.
- Compile and complete daily reports for management.
- Review e-mail to stay abreast of office, section and unit communications.
- Prepare charts, graphs, calendars, schedules, rotation logs, timekeeping, updating assignment instructions, and special projects upon request from supervision.

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

Coordinate alternative assignments when work is completed or equipment is out of service.
 Organize and implement methods of training. When to advance or expand the training of an individual.
 Interpret policies and procedures to instruct others.
 Determine rotation of assignments.
 Resolve equipment problems.
 Apply and adapt instructions to resolve difficult transactions.
 Monitor work flow throughout shift to ensure proper staff support in all assigned units.
 When a problem is to be referred to a higher authority.

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

Alternative work assignments.
 Special or unfamiliar assignments.
 Requests for internal/external training.
 Schedule adjustments to attend meetings and/or training.
 To clarify directives, policies and procedures.
 To resolve personnel problems.
 Employee job performance concerns.
 How priorities should shift with regard to workloads.
 Who is to be trained for new duties or tasks.
 What information is to be gathered and logged for analysis.
 The addition of new projects or tasks, and how they should be prioritized

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 hand and arm movements.
 Load and unload boxes of documents from carts. Move those carts from one area to another.
 Transport baskets of documents weighing 25 lbs. stored above the shoulder and below the knees.

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 E7		GENERAL OFFICE ASSISTANT-E E7
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	GENERAL OFFICE ASSISTANT-E E7		

Additional Subordinates

GOA's in the area will be split between both GOA-lead workers.

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.

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 duty of this position is to serve as a lead worker for the Document Management Unit. Coordinate and oversee day to day activities of the unit by establishing work assignments, providing training, solving unusual or complex problems, and communicating or meeting with affected areas when attempting to research or resolve issues. This position also maintains records on production and allocation of hours.

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

Establishing new position.

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

This position serves as a lead worker for the Document Processing Unit. The Document Processing Unit prepares documents for imaging as well as processes the title receipt documents, the mailing of expedited title services and the quality review of the scanned images.

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:

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:

1. Requires in depth knowledge of Bureau records and changes in the filing system over the years.
2. Knowledge of workflow through the units of the bureau.
3. Sufficient human relations skills to effectively communicate with numerous clerical, supervisory and administrative staff throughout the bureau.
4. Fundamental PC skills.
5. Ability to learn and retain a wide range of duties and procedures.
6. Ability to train individuals with widely varying levels of ability and motivation.
7. Ability to motivate people in a positive fashion.

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