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| Position Code 1. |
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State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

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| 2. Employee's Name (Last, First, M.I.) | 8. Department/Agency |
| | LABOR AND ECONOMIC OPPORTUNITY |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
| | MICHIGAN REHABILITATION SERVICES |
| 4. Civil Service Position Code Description | 10. Division |
| GENERAL OFFICE ASSISTANT 5-E7 | SOUTHEASTERN |
| 5. Working Title (What the agency calls the position) | 11. Section |
| REHABILITATION ASSISTANT 5-E7 | EASTERN DISTRICT |
| 6. Name and Position Code Description of Direct Supervisor | 12. Unit |
| STEVE PETERSON, VOCATIONAL REHABILITATION MANAGER-3 (14)/SITE MANAGER | PORT HURON |
| 7. Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| TRACIE LEWIS-JENNINGS, VOCATIONAL REHABILITATION MANAGER-4 (15) | PORT HURON, MI 48060, 2887 KRAFFT ROAD, SUITE 300 8:00 AM – 5:00 PM, MONDAY - FRIDAY |

14. General Summary of Function/Purpose of Position

Performs a variety of clerical duties that include but not limited to data entry, type and compose routine correspondence, check for correct grammar, spelling, and letter format. Operates standard office equipment such as calculators, copier, computer with appropriate software usage and facsimile machines and TDD. Assists with phone coverage activities and receptionist responsibilities. Support is also provided for customer and vendor activity in person or via the telephone.

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 of Duty 1 **% of Time 60**

Provides clerical support for district office staff.

Individual tasks related to the duty.

- Composes routine letters, memoranda, and reports using knowledge of work area instructions and guidelines for appropriate signature.
- Maintains confidentiality of documents and information received.
- Sorts, opens, and distributes incoming mail to staff and associates incoming correspondence with files or related materials needed for reports and meetings.
- Prepares consumer's Annual Review letters and tracks response.
- Enters information into customer case file as requested.
- Keeps informed of office details and seek supervisory or advanced worker for direction to resolve customer's issues.
- Provides clerical assistance to all staff.
- Assists with customers' inquiries.

Duty 2

General Summary of Duty 2 **% of Time 15**

Maintenance of Site office equipment and supplies.

Individual tasks related to the duty.

- Determines needs and follows office procedures to order office supplies, equipment, repair and maintenance.
- Establishes and maintains office files, logs and indexes and other information as requested by the supervisor.
- Inputs, retrieve, update or delete information for computer database as directed by supervisor.
- Operates standard office equipment such as computer software packages, calculators, copiers and facsimile machines, etc.

Duty 3

General Summary of Duty 3

% of Time 20

Provides quality services to District/Site customers.

Individual tasks related to the duty.

- Receives and screens visitors and telephone calls, take messages, provides information to callers about MRS services.
- Schedules intake/orientation sessions.
- Schedules customer appointments with doctors, psychologists, etc.
- Provides follow up with customers and vendors as directed by counselors or supervisors and enters information into case service management system.
- Maintains confidentiality of sensitive case file information.

Duty 4

General Summary of Duty 4

% of Time 5

Various duties assigned by Site Manager or District Manager (Site Specific).

Individual tasks related to the duty.

- Assists with technology troubleshooting.
- Assists advanced worker in providing support to customers with specialty needs or accommodations.
- Other duties as assigned by MRS leadership.

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

Ordering routine office supplies, stamps, office brochures, and scheduling routine maintenance of office equipment.
Scheduling customer orientations.

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

Ordering non-routine office supplies.
Review of content information related to presentations to community partners.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Light lifting of boxes containing office supplies and other material. Occasional bending to do office, counselor or closed case filing. Mobility to retrieve mail, files from customer offices and direct customers to various locations in the office.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

| <u>NAME</u> | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|-------------|--------------------|-------------|--------------------|
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20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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| <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?

Performs a variety of clerical duties that include but not limited to data entry, type and compose routine correspondence, check for correct grammar, spelling, and letter format. Operates standard office equipment such as calculators, copier, computer with appropriate software usage and facsimile machines and TDD. Assists with phone coverage activities and receptionist responsibilities. Support is also provided for customer and vendor activity in person or via the telephone.

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

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

To provide services for the vocational rehabilitation of persons with disabilities, including assessment/eligibility/plan development/employment. All services direct and indirect to customers for the above functions must be accountable for State and Federal review. This position provides clerical support in a Site/District office environment.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Educational level 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:

Knowledge of office practices, procedures, computer software programs. Knowledge of the organization and composition of business letters, minutes, reports, charts, and spreadsheets. Knowledge of the techniques of receiving callers, making appointments, giving information and explaining instructions and guidelines. Ability to communicate effectively in giving out information and in referring and directing callers and visitors.

CERTIFICATES, LICENSES, REGISTRATIONS:

Equivalent combinations of education and experience that provide the required knowledge, skills and abilities will be evaluated on an individual basis.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.