State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. OFFCSPV1D05N

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** MDHHS-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Disability Determination Service
4. Civil Service Position Code Description OFFICE SUPERVISOR-1	**10. Division** Policy and Compliance
5. Working Title (What the agency calls the position) OFFICE SUPERVISOR 9	**11. Section** DETROIT SERVICE AREA
6. Name and Position Code Description of Direct Supervisor PRINGLE, AARON; SOCIAL SERVICES DIVISION ADMIN	**12. Unit** ADMINISTRATIVE SUPPORT
7. Name and Position Code Description of Second Level Supervisor FOUNTAIN, TRACEY L; STATE BUREAU ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** Detroit, MI / 8:00 a.m. - 5:00 p.m., Mon - Fri

14. General Summary of Function/Purpose of Position

Full range of Office Supervisor responsibilities for an office that handles multiple unique programs, Social Security Disability Determination Service (DDS) processing of Title II and Title XVI claims, Office of Retirement Services (ORS) processing of disability claims and the State Disability Assistance Program – Medical Review Team (MRT). We serve a diverse population and must manage within Federal parameters of the Social Security Administration and within the State parameters of Dept. of Civil Service, Dept. of Technology, Management and Budget and the Dept. of Health and Human Services. The position requires knowledge of the policies, procedures and regulations for each of the unique programs and must be knowledgeable in all aspects of Labor Relations, Resource management, staff development, purchasing, safety/security and federal and state computer systems.

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:** **30**

Supervise Administrative Support staff.

Individual tasks related to the duty:

- Monitor workflow
- Determine priorities and direct the activities of employees.
- Monitor performance of employee.
- Oversee training activities of employees
- Request and/or provide workload assistance to corresponding units in the Agency's other area offices.
- Serve as a member of the Agency's Clerical Council, which has the responsibility for developing, implementing and monitoring agency-wide clerical procedures.
- Work with other management team members to resolve problems.
- Contact SSA FOs or State offices to resolve problems and provide/receive clarification.

Duty 2

General Summary: **Percentage:** **30**

Responsible for area office purchasing and procurement functions.

Individual tasks related to the duty:

- Prepares purchasing requests for a wide variety of equipment, supplies and services.
- Develops bid specifications and requests contracts for special services such as mail pick-up and delivery and destruction of purged confidential claimant information.
- Reviews equipment and services received and prepares payment vouchers.
- Obtains, oversees and reconciles office procurement card(s) charge accounts for office purchases.

Duty 3

General Summary: **Percentage:** **15**

Responsible for area office physical plant.

Individual tasks related to the duty:

- Administers all aspects of the building lease, which pertain to the physical plant, such as building maintenance and repair, HVAC, electrical upgrades and repairs and necessary renovations.
- Monitors performance and arranges for maintenance and repairs of area office telephone and voicemail systems and office equipment such as photocopiers, fax machines, modular furniture systems, etc.
- Procures and administers equipment service contracts, as well as document destruction, mail pick-up and delivery and other service contracts.
- Assures compliance with ADA standards.

Duty 4

General Summary: **Percentage:** **5**

Contract Administration

Individual tasks related to the duty:

- Make contact with outside parties to administer contracts, provide information and resolve problems.
- Contacts are with vendors, building management, postal officials, telecommunications representatives and Social Security Offices.
- Daily contact by phone with other State units to provide information and to resolve problems
- State contacts include other DDS offices, DHS Fiscal Unit, buyers, and Dept. of Technology, Management and Budget personnel.

Duty 5

General Summary: **Percentage:** **5**

Policy and procedure oversight

Individual tasks related to the duty:

Direct the implementation of new SSA program materials and legislation. Interpret and communicate numerous changes in policy and procedure for the Administrative Support operation in a variety of areas including: priorities, assignment of duties, overtime usage, and work methods.

Duty 6

General Summary: **Percentage:** **5**

Serve as area office Security Officer.

Individual tasks related to the duty:

- Develop and revise office emergency procedures.
- Conduct annual security reviews according to Social Security Administration standards.
- Schedule and conduct emergency drills.
- Monitor building for environmental impact on employees.Items such as temperature, noise, odors, carbon monoxide, sanitation, ADA issues, reasonable accommodation and to take corrective actions.

Duty 7

General Summary: **Percentage:** **5**

Labor relations / personnel

Individual tasks related to the duty:

- Provide guidance and/or training on labor relations issues to subordinate supervisor(s).
- Approve and/or recommend all personal transactions involving the Administrative Support operation
- Determine appropriate action and/or provide guidance to subordinate supervisor(s) on personnel related situations including counseling and disciplinary actions.
- Assist and/or provide guidance in the interviewing and hiring of employees

Duty 8

General Summary: **Percentage:** **5**

Miscellaneous duties as assigned by the Area Administrator.

Individual tasks related to the duty:

Various tasks, such as represent the Area Administrator at agency or departmental meetings, develop propped policy and staffing allocations, etc.

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

Labor relation issues, staffing changes, equipment needs and objective/standards for subordinates.

Revise and/or develop new procedures to meet changing office and program needs, revise instructions to staff to reflect changes in Social Security Disability Program, make supply, equipment and other purchases, originate and renew maintenance and service contracts. These activities affect the safety, security and efficient functioning of the area office.

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

Issues that impact other operations within the office or agency. Changes to office layout, telecommunication system purchases, increased staffing, some forms of disciplinary action related to subordinates, and office security issues.

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.

Occasionally transport large boxes and assist in movement of heavy equipment. Assist in the construction of office modular furniture.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
STREET, MAVIS	GENERAL OFFICE ASSISTANT-E E7	CARTER, TROY A	GENERAL OFFICE ASSISTANT-E E7
ANDERSON, SHARON	GENERAL OFFICE ASSISTANT-E E7	HURST, KOREY J	GENERAL OFFICE ASSISTANT-E E7
HARDIN, BRITTENY S	GENERAL OFFICE ASSISTANT-E E7		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

Full range of Office Supervisor responsibilities for an office that handles multiple unique programs, Social Security Disability Determination Service (DDS) processing of Title II and Title XVI claims, Office of Retirement Services (ORS) processing of disability claims and the State Disability Assistance Program – Medical Review Team (MRT). We serve a diverse population and must manage within Federal parameters of the Social Security Administration and within the State parameters of Dept. of Civil Service, Dept. of Technology, Management and Budget and the Dept. of Health and Human Services.

The position is responsible for the direction, supervision, management and coordination of a large, complex Administrative Support staff who provide support to the unique Programs. The position requires knowledge of the policies, procedures and regulations for each of the unique programs and must be knowledgeable in all aspects of Labor Relations, Resource management, staff development, purchasing, safety/security and federal and state computer systems.

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

Updated to reflect current job duties and responsibilities.

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

The Area Offices of the Disability Determination Service is responsible for making medical and vocation decision on claims that are filed for Social Security Disability and Supplemental Security Income. The Area Offices serves all the claims filed in the counties of Michigan. This position is responsible for the overall security and functioning of the physical plant, including all mechanical, electrical and HVAC systems, service contract administration and equipment for procurement. The position is also responsible for all Administrative Support functions in the area office.

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:

Office Supervisor 9 - 10
Four years of office experience involving administrative support office practices, including two years equivalent to an E7-level administrative support worker.

Office Supervisor 11 - 12
Seven years of office experience involving administrative support office practices, including three years equivalent to a first-line administrative support supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Organization skills, adaptability, focus on quality, time management, customer service oriented, technical expertise in all three programs handling by the unit, high level of stress tolerance, good communication skills, team player.

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.

None

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

CANDACE EWING | 10/9/2026

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**