

1. Position Code

WRDPASTE / W41-002

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) Vacant	8. Department/Agency Department of Attorney General
3. Employee Identification Number Vacant	9. Bureau (Institution, Board, or Commission) Criminal Justice Bureau
4. Civil Service Classification of Position Word Processing Assistant-E	10. Division Financial Crimes Division
5. Working Title of Position (What the agency titles the position) Word Processing Assistant 5-E7	11. Section Child Support Section
6. Name and Classification of Direct Supervisor Rebecca Raquepaw - Div. Head Legal Secretary-A	12. Unit N/A
7. Name and Classification of Next Higher-Level Supervisor Kate Tooman - Div. Legal Secretary Supervisor-3	13. Work Location (City and Address)/Hours of Work 525 W. Ottawa, Lansing, MI 48933 Monday – Friday 8:00 a.m. to 5:00 p.m.
14. General Summary of Function/Purpose of Position <p>This position provides support for the Child Support Section of the Financial Crimes Division within the Department of Attorney General. The position requires knowledge of various software applications and internal databases, in addition to flexibility to perform a wide variety of duties required within the office environment. This position performs duties including entering, retrieving, updating, verifying, and deleting information from electronic files, typing and preparing documents, proofreading and editing them for accuracy, organizing and maintaining files along with handling, processing, and logging incoming mail. The position will also include duties such as scanning, copying, and answering/returning incoming telephone calls.</p>	
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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, 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 80

Data entry, correspondence preparation, report running, mail processing, and any other assigned task.

Individual tasks related to the duty.

- Import new custodial parent complaints to case management system, excluding duplicates by reviewing name cards for existing cases.
- Open, code, and assign all new cases and input data related to each case into case management system.
- Run various reports for each case, including Experian, Accurint, MiCSES, and Data Warehouse.
- Close all non-pursuable cases in case management system as directed by management.
- Proofread and edit materials for accuracy, completeness, grammar, and format.
- Complete and send custodial parent questionnaire requests.
- Use various business software applications to produce a variety of media.
- Compile data for reports in response to specific requests or instructions.
- Enter, retrieve, update, verify, and delete information from electronic files.
- Handle and process mail.
- Receive and respond to inquiries by providing directions, instructions, or other general information or referring to the appropriate person.
- Operate standard office equipment.
- Compose routine letters, reports, or memoranda according to instructions or guidelines.
- Interpret and apply instructions and guidelines to resolve work problems.
- Receive requests for information, search pertinent records for information needed, and compile information into report form.
- Perform related work as assigned.
- Any other assigned tasks.

Duty 2

General Summary of Duty 2 % of Time 20

Phone duties.

Individual tasks related to the duty.

- Answer incoming calls and respond with appropriate action or forward to correct recipient.
- Check Division voicemail and respond with appropriate action or forward messages to correct recipients.
- Check hearing calendars and prepare witness line voicemail for the following day's hearings.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Organization of work, prioritizing workload. Routinely make independent decisions in answering the telephone as it is often necessary to determine what information should be given to whom or where to direct call.

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

Situations or procedures not previously encountered, phone calls from the general public which are of a unique nature or unfamiliar subject matter.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Work is typically performed in an office setting and involves sitting, walking, bending, standing, crouching, lifting and carrying of materials weighing up to 20 pounds, extensive use of computer, and use of a variety of office equipment.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

N/A

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

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

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential duties of this position?

This position is essentially needed to assist the administrative and legal support staff with the duties requested to complete a variety of tasks required on a daily basis with the Financial Crimes Division's Child Support Section.

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

The Child Support Section of the Financial Crimes Division is in the final stages of transitioning to paperless file system, and eliminating the requirement to create and prepare hard copy files.

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

The Financial Crimes Division is responsible for various facets of legal activities including legal counsel and representation on behalf of the State of Michigan. The Child Support Section's mission is to identify, investigate, and prosecute cases of Felony Non-Support pursuant to established guidelines set forth by the Department.

This position provides assistance to the administrative and legal support staff with duties required to complete tasks associated with citizen letter responses, general assignments, litigation, and other special projects.

26. In your opinion, 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:

Word Processing Assistant 5: This is the entry level. No specific type or amount of experience is required. The employee performs a range of word processing assignments while learning the methods, processes, and procedures of the work.

Word Processing Assistant 6: This is the intermediate level. One year of office experience involving administrative support practices is required. The employee performs a range of word processing assignments in a developing capacity.

Word Processing Assistant E7: This is the experienced level. Two years of office experience involving administrative support practices, including one year equivalent to a 6-level administrative support classification is required. The employee performs a full range of word processing and related assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of correct English usage and grammar, and ability to compose routine correspondence, memoranda, and compile reports.
- Knowledge of business software applications such as: Outlook, Word, Excel, Adobe Pro, and case management systems.
- Knowledge of the operation of standard office equipment and ability to operate same.
- Knowledge of filing and general record keeping.

- Ability to type and skill to type from clean copy at a rate of 40 net words per minute.
- Ability to proofread for accuracy, completeness, grammar, and format.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to communicate effectively.

CERTIFICATES, LICENSES, REGISTRATIONS:

This position requires a fingerprinting criminal history background check due to the confidential nature of the data and programs accessed to perform work duties.

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

27. 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

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

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

Appointing Authority's Signature _____
Date