

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

Position Code 1. GNOFASTEI76R

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Highways
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Operations
5. Working Title (What the agency calls the position) GENERAL OFFICE ASSISTANT-E	11. Section Superior Region-Crystal Falls TSC
6. Name and Position Code Description of Direct Supervisor KARI, DANIEL M; ENGINEER MANAGER LICENSED-4	12. Unit Menominee Welcome Center
7. Name and Position Code Description of Second Level Supervisor JOHNSON, AARON D; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 1343 10th Ave, Menominee MI 49858 / Days and hours may vary
14. General Summary of Function/Purpose of Position Act as a direct representative of the State of Michigan to the traveling public. As a travel counselor, provide and distribute literature, information, and guidance on travel and vacation activities within the state. Assist in preparing literature displays in the center. Assist in clerical work.	

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: 70

Welcome and provide face-to-face assistance to tourists traveling throughout the State.

Individual tasks related to the duty:

- Disseminate information and material to the general public.
- Suggest routing plans, tourist attractions and any other facilities whether it be recreational, business, or emergency in nature with the express purpose of maximizing tourist expenditures.
- Perform necessary clerical work.

Duty 2

General Summary:

Percentage: 15

Assist in receiving and stocking literature for the literature racks and the stockroom.

Individual tasks related to the duty:

- Maintain an inventory of all literature to ensure proper materials are on hand, as needed.
- Identify and recommend improvements in the work methods and materials used.
- Prepare displays of travel information.
- Utilize computer programs such as Excel, Word, and others to assist in the preparation of literature orders and inventory reports.
- Receive literature orders, unload trucks, and move materials to stock room.
- Retrieve literature and place on displays.

Duty 3

General Summary:

Percentage: 15

Perform other related work as needed or assigned by the supervisor or lead worker.

Individual tasks related to the duty:

- Assist in the preparation of reports.
- Serve as a timekeeper responsible for the timely review and approval of employee timesheets ensuring compliance with Civil Service rules/regulations, collective bargaining agreements, and MDOT policies/procedures and ensuring accurate coding. Remain available throughout payroll processing and continuously run payroll queries to ensure all timesheets are timely completed and submitted through to the Office of Human Resources. Review and ensure equipment usage is tracked and entered appropriately. Assist employees with timesheet corrections.
- Perform periodic inspection of facilities, grounds, parking, and pedestrian areas for cleanliness and defects.
- Perform emergency maintenance or janitorial duties if the circumstances could impact the health and safety of visitors to the Welcome Center and if the normally assigned employees who perform these duties are not available.
 - Examples of such emergency duties could include picking up trash on sidewalks and floors where visitors might slip, replenishing toilet tissue in rest rooms, or cleaning small areas that become soiled.
- Other duties as assigned.

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

Decisions made while assisting travelers to find appropriate literature, directions and reservations. Decisions that need to be made to assist travelers who have an emergency if a supervisor is not available. Help full-time staff in identifying, recommending and implementing improvements in work methods.

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

When instructions need clarification, if unable to answer a traveler's question, meet their request or in the handling of an irate visitor.

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.

Ability to use a personal computer. Frequently transporting/moving up to 50lbs while transporting/moving boxes, bundles of literature, un-boxing literature and filling literature racks. Position may include availability outside normal working hours and may include weekends and holidays based on operational needs.

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):

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

Act as a direct representative of the State of Michigan to the traveling public. As a travel counselor, provide and distribute literature, information, and guidance on travel and vacation activities within the state. Assist in preparing literature displays in the center. Assist in clerical work.

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?

The work area functions as a rest stop for travelers. This position provides travelers with choosing tourist destinations, directions, reservations, assists in securing emergency help and helps to maintain a clean and safe facility.

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:

Ability to:

- Use a computer to obtain information in an efficient and effective manner.
- Communicate effectively.

Knowledge of:

- Michigan's highway system, historical, geographical and recreational points of interest and attractions

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Possession of a valid driver's license is preferred.

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.

ASHLEY PARSONS

6/15/2026

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