State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTEO18R

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-KENT COUNTY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** FSA Outstate Operations
4. Civil Service Position Code Description General Office Assistant-E	**10. Division** Kent County
5. Working Title (What the agency calls the position) General Office Assistant 5-7	**11. Section**
6. Name and Position Code Description of Direct Supervisor ; ASSISTANCE PAYMENTS SUPV-1 12	**12. Unit** Migrant Center
7. Name and Position Code Description of Second Level Supervisor ; FAMILY INDEPENDENCE MGR-4 15	**13. Work Location (City and Address)/Hours of Work** / M-F 8-5

14. General Summary of Function/Purpose of Position

Greet and register applications and assign to workers, answer telephone calls and direct to staff. Handle daily mail and filing. Assist clients in translation services verbally and written.

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:** **55**

Greet clients and general public coming into the office. Ascertain what they need and direct them to appropriate resources.

Individual tasks related to the duty:

- Refer clients to appropriate worker.
- Assist clients in completing applications.
- Ability to communicate fluently, both verbally and in writing, in both Spanish and English.
- Refer both clients and general public to resources available to meet emergency needs, i.e., food and clothing.
- Copy verifications and materials clients are returning and direct to appropriate worker.
- Handle all filing on closed cases. Schedule appointments for caseworkers.
- Order supplies.

Duty 2

General Summary: **Percentage:** **20**

Assisting clients in completing applications for food stamps, Medicaid, and Day Care. Registering all incoming applications and assigning the applications to caseworkers.

Individual tasks related to the duty:

- Assisting clients in completing applications. Requires complete fluency in both English and Spanish.
- Registering applications on ASSIST and CIS and assign to workers ensuring an equal balance.
- Prepare case files for workers and handle all cases being transferred in and out of our office.
- Schedule appointments for caseworkers.

Duty 3

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

Answering all incoming telephone calls to the office.

Individual tasks related to the duty:

- Answer incoming telephone calls and direct to appropriate staff.
- Complete fluency in both English and Spanish.
- Answer questions from the general public and refer to appropriate resource and/or provide information.

Duty 4

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

Translating for clients, other agencies and general public from Spanish to English and vice-versa.

Individual tasks related to the duty:

- Understanding of agency programs and community resources.
- Complete fluency reading, writing and speaking both English and Spanish.
- Maintaining composure when dealing with agitated difficult individuals.

Duty 5

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

Date stamp all incoming daily mail and direct to appropriate person.

Individual tasks related to the duty:

- Sorting all mail and determining to whom it should be directed.
- If cases are inactive file the incoming mail in the closed cases.
- Redirect all incoming mail not belonging in our office.

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

- Assignment of applications to caseworkers ensuring an even balance. Both clients and workers are affected.
- Deciding a situation is an emergency. Clients, staff and agency are affected.
- Ordering forms and supplies. All staff is affected.

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

- Permission to translate for other agencies.
- Releasing information to clients/public.
- Referrals in an emergency situation.
- Implementing new policy and/or procedures.

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.

Physical activities include standing, prolonged sitting, bending, reading, reaching, plus a great deal of keyboarding.

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?

Agree

23. What are the essential functions of this position?

Essential duties can change as the work environment changes. Therefore, essential duties will be determined as needed, to assist in the evaluation of Reasonable Accommodation requests.

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

The advent of ASSIST has made application registration and assignment a much more lengthy and difficult process.

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

The work area is a satellite FIA office serving Migrant farmworkers. This position is the backbone of the office. Our GOA handles all reception and work registration and assignment functions. In addition, our GOA is responsible for mail and switchboard activities

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:

This position requires complete fluency communicating in both Spanish and English, verbally and in reading and writing. Additionally good keyboarding skills are required.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

7/6/2015

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