

State of Michigan  
Civil Service Commission

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

Position Code

1. GNOFASTEQ39R

## 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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> MDHHS-COM HEALTH CENTRAL OFF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Specialty Behavioral Health Services
<b>4. Civil Service Position Code Description</b> GENERAL OFFICE ASSISTANT-E	<b>10. Division</b> Adult Home and Community Based Services
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant	<b>11. Section</b> Community Practices and Innovation
<b>6. Name and Position Code Description of Direct Supervisor</b> STONEBURNER, BRENDA; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> Capital Commons Building, Lansing, MI. / M - F, 8-5

**14. General Summary of Function/Purpose of Position**

The General Office Assistant performs and oversees variety of general office support assignments where the processing, retrieving, and distribution of data, documents, or information is an essential and a substantial part of the work. At the experienced level the position performs a full range of office support assignments and uses judgment in making decisions where alternatives are already determined by established policies and procedures. Office assignments will primarily be completed for the Peer Services Area within the Community Practices and Innovation (CPI) section. The position will be responsible for maintaining internal spreadsheets, records, and web-based portals. The position is responsible for working collaboratively providing support to all members of the Peer Services Area team. The position requires a high level of customer service skills including responding to inquiries, concerns, and other requests regarding the clarification of processes and procedures related to the Peer Services Area and determined by level or priority.

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: 50**

Provides high level of customer service duties for the employees of the Peer Services Area, contracted trainers, peer workforce, liaisons of Community Mental Health Service Programs and provider networks and all activities related to a web-based Peer Portal.

**Individual tasks related to the duty:**

- The newly established web-based Peer Portal, housed by MDHHS, will be the main component to the position in receiving and responding to daily requests in a timely manner.
- \*Assists with development of materials prior to training events including working with employees and contractors on materials to order needed items including training manuals. Manuals will be sent electronically to the PMM copying center with the Department of Technology, Management, and Budget.
- Proofreads training manuals for correct spelling, grammar, and sentence structure as needed. Assists in clarifying track changes in documents and manual formats to produce a final copy.
- Answers calls from individuals providing information requested and/or referrals to other services available in the state in a timely manner of less than three business days.
- \*Assist with the MiPeers website related to registration, uploading documents, and clarifying information requested as needed and requested by stakeholders.
- Completes state required forms as requested by employees of the Peer Service Area.
- Organizes statewide meetings including developing agendas, taking minutes, and distributing follow up information for peer liaison meetings.

**Duty 2**

**General Summary:**

**Percentage: 30**

Responsibilities include assisting and organizing for activities related to the Certified Peer Support Specialist and Certified Peer Recovery Coach programs. Activities include assisting with statewide meetings, providing timely information to the workforce and striving to meet high customer service standards will all stakeholders.

**Individual tasks related to the duty:**

- Is knowledgeable of and clarifies questions related to continuing education requirements.
  - Develops agendas, meeting minutes and distributes materials to stakeholders.
  - Answers telephone, emails and inquiries within three business days.
  - Provides bar graphs, charts and other materials as requested to assist with PowerPoint presentations and speaking points for managers and administrators, lead staff, and all employees in the Peer Services Area.
  - Proofreads materials, correspondence, bulletins, newsletters, grant applications and documents related to the Peer Services Area. .
  - Completes other clerical duties assigned including photocopying, creating, and scanning documents to be saved electronically.
- Works on site as requested, required, and needed to perform functions of the position.

**Duty 3**

**General Summary:**

**Percentage: 20**

Provides office support to section manager, lead staff, and employees within the Peer Services Area.. Assists with other assignments as needed for the section. Maintains an organized work environment and develops, updates, and/or maintains a variety of information using Microsoft Office.

**Individual tasks related to the duty:**

- Manage filing system and filling cabinets of materials for organization and planning.
- Prepare, scan, and electronically file applications and other Peer Support documents .
- Maintains confidentiality .
- Enters, retrieves, and updates, web-based and internal database information for reports.
- Mails ethics complaint forms to individuals by regular and certified mail.
- Prepares and sends routine responses within one to three business days to MDHHS Directors office and other areas of the department including stakeholder's questions and concerns.
- Orders supplies and completes necessary paperwork for maintenance of office equipment.
- Package and deliver training materials to conference sites
- Proofread and draft reports.
- Assists with information and knowledge to improve workplace efficiencies.

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

Independent judgment in providing answers to routine requests and telephone calls.  
Identifies and prepares regular non-sensitive information or reports as requested by the Peer Services Area team.  
Persons affected include Certified Peer Support Specialists, Certified Peer Recovery Coaches, individuals working in the Community Mental Health Programs and provider networks, contractors, and MDHHS staff.

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

Decisions involving sensitive policy issues.  
Interpretations of policies and guidelines without knowledge of the area.  
Decisions affecting other areas of MDHHS, Bureaus and Administration.  
When situations fall outside the established guidelines and 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.**

This position functions in an office environment; minimal physical activity includes prolonged sitting at a desk, working at a computer for long periods, talking on the phone, and filing. Limited lifting and transporting of training materials of less than 30 lbs.

**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):**

- |   |  |
|---|--|
| <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?**

Management prepared.

**23. What are the essential functions of this position?**

- Anticipate and support needs of the team.
- Communicate professionally, effectively, and timely with the public in person, by telephone, or in writing providing a high level of customer service.
- Work collaboratively with team members.
- Prepare routine correspondence and certificates.
- Retrieve data from multiple sources when requested.
- Select and compile information for specific requests.
- Process work within time frame of established standards.
- Provide general clerical support as assigned.

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

Due to reorganization of the Bureau, the Peer Services Area, development of the Peer Portal, and additional positions added to the team, the position description has been updated to reflect current workflow processes.

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

The Bureau of Specialty Behavioral Health (BSBH) oversees the behavioral health benefit, develops, and negotiates contract requirements the Prepaid Inpatient Health Plans. The bureau is responsible for best practices and development of initiatives funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) adult block grant funding including consumer run/peer initiatives. The CPI Section is responsible for program development in the statewide public behavioral health system of care to move the system to one that facilitates recovery so that people served achieve their full potential and have meaningful lives in the community. The section provides consultation at the regional, provider and individual level to assure a continuum of the best practice services are available as choices for people with serious mental illness, co-occurring substance use disorders and developmental disabilities. The section oversees the use of the federal Community Mental Health Services Block Grant for adults with serious mental illness (including co-occurring disorders) and determines how best to use it to implement evidence-based practices, best practices, and promising practices in the state. The section develops standards and provides consultation on specialty behavioral health services. This position supports the comprehensive efforts of MDHHS Health Services Administration, BSBH, AHCBS division, CPI section, and the Peer Services Area. This position is instrumental in assisting with enhancing skills by assisting with developing a Peer Support Specialist and Peer Recovery Coach certification program as a Medicaid provider and providing appropriate clerical support.

**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:**

Organize workflow processes.

Knowledgeable of multiple computer systems.

Proofreading and attention to detail.

Excellent customer service.

Developing and maintaining an organized office system and environment.

Additionally, as listed on the CSC Job Specification

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness. Developing and maintaining an organized office system and environment

**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.***

WHITNEY HENGESBACH

4/7/2026

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