State of Michigan
Civil Service Commission

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

Position Code

1. GNOFASTES69R

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** LICENSING AND REGULATORY AFF
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Michigan Office of Administrative Hearings and Rules
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	**10. Division**
5. Working Title (What the agency calls the position) Receptionist	**11. Section**
6. Name and Position Code Description of Direct Supervisor REYNOLDS, SHELLY L; SECRETARY SUPERVISOR-2	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor FRIMPONG, KIMBERLY L; STATE ADMINISTRATIVE MANAGER-1	**13. Work Location (City and Address)/Hours of Work** 611 W. Ottawa Street, 2nd Floor, Lansing, MI 48909 / 8-5/M-F with remote & AWS if applicable

14. General Summary of Function/Purpose of Position

This position serves as a receptionist for the Michigan Office of Administrative Hearings and Rules (MOAHR). Responsibilities include greeting and directing visitors and callers to appropriate MOAHR staff, including Executive staff, opening, sorting and delivering mail and faxes, and miscellaneous correspondence preparation as requested.

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:** **85**

Serve as the receptionist in support of MOAHR.

Individual tasks related to the duty:

- Ensure that visitors are escorted from the lobby to MOAHR reception area and that all participants are properly checked in and directed to the appropriate hearing room.
- As first point of contact, greet and welcome visitors; direct delivery vendors.
- Manage phone system. Answer and route phones with high call volumes.
- Continuously monitor the primary electronic mailbox and promptly route all emails/incoming filings to the Administrative Law Examiners and support staff.
- Accept documents over the counter/in-person filings.
- Routine opening, sorting, copying, scanning, routing of incoming and outgoing mail and/or faxes.
- Uploads documents into MyCaseload (MCL), including returned, undeliverable mail.
- Provide general administrative support.
- Follow established office procedures.

Duty 2

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

Miscellaneous general office assistance to Administrative Law Examiners and the MOAHR Executive staff.

Individual tasks related to the duty:

- Filing of closed files and other documents.
- 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.

As the receptionist, this position is the initial contact the public has with MOAHR. Depending on the inquiry, determine the appropriate individual and/or staff member qualified to handle/respond to the call or visit.

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

1. When existing procedures and guidelines are insufficient for decision-making.
2. Complicated work priorities.
3. Inquiries requesting transcripts or copies of records and files.

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.

The physical general office environment includes typing and lifting light to medium weights.

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?

The position serves as receptionist for the Ottawa Building and MOAHR Executive staff and is responsible for greeting and directing callers and visitors to the appropriate person.

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?

MOAHR conducts contested case hearings under a wide variety of statutory frameworks. This position serves as receptionist to the Ottawa Building and MOAHR Executive staff.

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:

Excellent communication skills are required. Good typing and computer skills are also required and must be able to handle a wide variety of clerical tasks.

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.

N/A

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

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