

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-DPT OF HUMAN SVC CNTL OF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) ORGANIZATIONAL SERVICES
4. Civil Service Position Code Description General Office Assistant-E	10. Division
5. Working Title (What the agency calls the position) MAIL SUPPORT	11. Section FORMS, MAIL, RECORDS AND FLEET MANAGEMENT
6. Name and Position Code Description of Direct Supervisor WEBER, CORIE A; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DOXIE, WILLIAM H; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work South Grand Building – 333 S. Grand Ave., Lansing / Monday-Friday, 7:30am – 4:00 pm
14. General Summary of Function/Purpose of Position Process incoming and outgoing mail (including freight) within the assigned mailroom. Distribute mail and freight and provide backup to other Downtown Lansing locations. Preform essential functions of other unit GOA staff when they are absent.	

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

Process incoming/outgoing mail and freight according to established mail policies and procedures.

Individual tasks related to the duty:

- Sort and deliver incoming mail to centralized locations on each floor.
- Pick up outgoing mail from each floor.
- Safely and securely handle checks for the Cashiers Office.
- Investigate generically addressed mail to determine appropriate routing.
- Reroute mail to other MDHHS offices/locations or other state agencies as needed.
- Receive incoming freight and deliver as needed and assist with outgoing freight.
- Provide instruction to customers on how to ship certified or registered mail.
- Understand how to identify suspicious mail or packages and how to handle the situation.
- Answer frequent addressing question and various mail questions.
- Assist management with assigning suite numbers to new offices coming into the building.

Duty 2

General Summary:

Percentage: 20

Manage UPS CampusShip accounts as well as MDHHS postal account cards on the DTMB Mailing Services Order System.

Individual tasks related to the duty:

- Assist office liaisons with setting up a UPS CampusShip accounts.
- Train liaisons how to use the CampusShip system, proper system use and how to package shipments.
- Review weekly UPS invoices and prepare invoice payment documents for mgmt. review/approval. Work with Accounting to resolve any account coding issues.
- Primary contact with UPS and DTMB Mail Services for any delivery/pickup issues/concerns, billing errors, upcoming changes, office moves, etc.

Duty 3

General Summary:

Percentage: 15

Assist mailroom staff at other MDHHS Mailroom locations as well as provide coverage for Grand Tower Supply Store.

Individual tasks related to the duty:

- Cross train and learn processes and procedures in each mailroom.
- Learn contact people and delivery/pickup locations.
- Open the Supply Stores for guests as needed.
- Provide backup Staples office supply ordering based on established procedures.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Keep mailroom organized, clean, safe and free of safety hazards.
- Ensure that mail/freight are promptly moved from the loading dock area to another area of the building.

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

Recommendation on method of shipping. Impacts budget and compliance with rates and regulations. Where mail is delivered; some mail and freight does not clearly specify a recipient and must be researched. Impacts customer's timely receipt of correct mail.

Prioritize time to meet established mail schedules. Impacts customers' mail service.

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

Unique situations that appear to be outside of established guidelines and procedures and or when presented conflicting priorities.

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.

Employee stands and walks for long periods of time each day, occasionally transports heavy boxes (50#), pushes heavy carts and mail tubs. Occasionally exposed to heat/cold when working on outside loading dock.

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?

Position description prepared by management.

23. What are the essential functions of this position?

Ability to understand and apply procedures and regulations and explain them to others. Ability to interact positively with others and communicate clearly with them. Ability to sort, process and transport mail and freight.

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

New position

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

Forms, Mail, Records and Fleet Management is responsible for providing form (including envelopes and business cards) design, development, publishing and printing services to the department to ensure compliance with agency and statewide standards. The unit is also responsible for overseeing Lansing area mail services, records management, warehouse storage and order fulfillment, and the GT office supply store. This position serves as the sole full time mail team member responsible for mail and freight within the assigned location.

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:

As listed on the Civil Service job specification. In addition:

Knowledge: General SOM organizational and mail handling policy and procedures.

Skills: Communicate and interact effectively with others, good customer service skills, accuracy and detail oriented, and general computer literacy.

Abilities: Read, write legibly, transport up to 100#, stand and walk for long periods each day.

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.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Michigan driver's license is helpful, but not required.

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.

MATTHEW GORDY

3/15/2023

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