

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

Position Code

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 DNR-NATURAL RESOURCES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description General Office Assistant-E	10. Division Finance and Operations
5. Working Title (What the agency calls the position) General Office Assistant E	11. Section Field Operations and Facilities Support
6. Name and Position Code Description of Direct Supervisor SUNDHOLM, SEAN A; ADMINISTRATIVE MANAGER-2	12. Unit Escanaba Field Office
7. Name and Position Code Description of Second Level Supervisor SEARS, JEFFREY P; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 6833 US-2, 41, and M-35, Gladstone, MI 49837 / Monday – Friday 8:00 am – 5:00 pm

14. General Summary of Function/Purpose of Position

This position functions as a front line customer service person for the Escanaba Field Office. The employee must be able to determine customer needs and decide the appropriate action to be taken to meet and exceed those needs. The employee must be able to retrieve information from the DNR Web site, and effectively communicate that information to our customers. The General Office Assistant (GOA) operates the front desk telephone console; receives public; and understands and disseminates information to the public regarding DNR rules, regulations and procedures. This position sells hunting and fishing licenses, special hunt applications, boating access site permits, and snowmobile and off road vehicle permits. This position also maintains, orders, and displays brochures, posters, and guides; maintains a customer log; processes incoming and outgoing United States and State ID mail and packages; and performs other incidental support duties as assigned. This position must convey a courteous, helpful and professional image at all times.

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

Serve as front desk receptionist and provide communications support for the Escanaba Field Office.

Individual tasks related to the duty:

- Place telephone calls to follow-up on customer requests.
- Disseminate information and materials over the counter, by telephone, email, or standard mail to the general public.
- Greet and screen and/or direct customers, callers, or messages to the appropriate staff or offices
- Receive requests for information; research information sources (Internet & Intranet) and pertinent records and select proper informational materials to disseminate.
- Sell hunting and fishing licenses, ORV licenses, and snowmobile trail permits.
- Responsible for money received and reconciling cash register on a daily basis.
- Liaison with DNR license agents.
- Maintain customer service log.

Duty 2

General Summary:

Percentage: 35

Provide information to the public on Department programs and responsibilities, including an explanation of laws relating to hunting, fishing, snowmobiling, and other outdoor activities

Individual tasks related to the duty:

- Regularly explain relative laws.
- Maintain inventory and order brochures and maps.
- Explain procedures to remedy nuisance animal complaints.
- Recommend changes for hunting and fishing guides based on knowledge.
- Collect and record data on wildlife sightings.
- Assist in the registration and specimen collection of fish and game.
- Maintain information and maps of geographical units administrated by the field office and offices supported out of this location.

Duty 3

General Summary:

Percentage: 15

Miscellaneous duties and responsibilities

Individual tasks related to the duty:

- Duplicate, collate, and distribute materials as requested.
- Maintain files.
- Update manuals, inventory brochures, and forms – reorder as needed.
- Collect data and compile weekly reports.
- Maintain databases, schedules, and phone lists.
- Train other Department staff and vendors in the operation and maintenance of the RSS terminal and printer.
- Process incoming and outgoing mail and packages, including sorting and distributing.
- Prepare bills for the in-office accounting technician.
- Assist with programming, updating, and training of the voicemail system for other Department staff.
- Assist with the collection of wildlife data and specimens.
- Make routine bank deposits as needed.
- 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.

Generally, all information disseminated by this position to the public is based on DNR rules, regulations, and

policies and procedures. Therefore, this position will be required to explain DNR related rules, regulations, and policies and procedures, based on information and situations provided by the requesting party. Position decides on eligibility.

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

When information is not available to answer public's inquiry or if rules, regulations, and/or policies and procedures are unclear. Interpretation of new or complex laws, rules, regulations, and/or policies and procedures requires supervisor or resource staff review. Some customer service issues. Any inquiries dealing with the press or media agents.

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.

In addition to the normal conditions encountered in a business office environment, this position requires sitting at the front desk for extended periods of time; moderate amounts of standing, bending, and walking; operating a computer terminal (viewing monitor and keyboard/mouse operation); and transporting boxes (normally less than 50 pounds). Position may also be in contact with fish and animal skins and carcasses. Position may also require overnight travel for meetings and training.

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?

Yes

23. What are the essential functions of this position?

Convey a courteous, helpful, and professional image. Respond to public inquiries through telephone, mail, email, and/or in person. Sell hunting and fishing licenses and permits, boating access site permits, and snowmobiling and off road vehicle permits. Screen callers and public by first providing the information or service and second, directing them to the appropriate authority. Assist with general office duties.

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 function of the work area is to provide all necessary services to the public and customer support to DNR staff. This position is the front line contact with the public on the phone and in person. This position's ability to handle inquiries and to service the public at the first level reduces work load of resource staff in this area, allowing them time to perform other duties.

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 disseminate information and explain instructions and guidelines to others.

Pleasant and clear speaking voice, and courtesy and tact in dealing with the public, especially under stressful conditions with high public contact.

Ability to determine work priorities and interpret instructions.

Ability to operate switchboard, RSS terminal and printer, and other office machines. Ability to work with various MS Windows-based software applications.

Ability to make decisions and take appropriate actions. Ability to meet schedules and deadlines of the work area. Ability to communicate effectively.

Ability to compose routine correspondence and reports. Ability to type.

Knowledge of general office practices. Knowledge of filing and general record keeping. Knowledge of basic mathematics.

Knowledge of correct English usage and grammar.

**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