

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

Position Code 1. GNOFASTEB13N

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 CIVIL SERVICE COMMISSION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Human Resources
4. Civil Service Position Code Description General Office Assistant-E	10. Division Department of Corrections
5. Working Title (What the agency calls the position) EEO General Office Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor WILLIAMS, TOYA L; HUMAN RESOURCES SPECIALIST-3	12. Unit Equal Employment Opportunity (EEO) Office
7. Name and Position Code Description of Second Level Supervisor WILLIAMS, TOYA L; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 206 E. Michigan Avenue, Lansing, MI / Monday- Friday 8am-5pm

14. General Summary of Function/Purpose of Position

Functions as receptionist and office assistant to the EEO Specialist. Performs administrative support duties for the EEO Specialist in implementing the Department's equal employment opportunity plan and equal employment opportunity programs

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: 60

Performs a variety of confidential and sensitive administrative support tasks for the EEO Specialist.

Individual tasks related to the duty:

- Receives and screens incoming call.
- Makes referrals to appropriate staff.
- Answers general telephone inquiries regarding EEO and the Department of Corrections, forwarding those calls with questions and concerns that cannot be addressed properly to the appropriate personnel or offices.
- Creates files for employees submitting claims of discriminatory harassment or for those requesting work place accommodations under the ADA.
- Uses HRMN system regularly to retrieve contact, position and other pertinent information required to open EEO files.
- Performs background disciplinary history checks, using the HRMN system, on employees wishing to be considered for Discriminatory Harassment Counselor appointments at their respective work sites.
- Types and handles confidential correspondence.
- Maintains automated tracking system for; Discriminatory Harassment complaints, reasonable accommodation request for employees and prisoners, exit survey information.
- Coordinates ordering and shipping of materials, supplies, computer equipment, software and other equipment for office.
- Proofreads and edits documentation for grammatical or clerical errors.
- Types confidential reports regarding discriminatory harassment investigation and harassment complaints.
- Coordinates Office Administrator's calendar to arrange appointments, travel plans, meetings and conferences.
- Assists in compiling data for the Department's Equal Employment Opportunity Plan.
- Makes necessary travel arrangements for the EEO staff.
- Greets employees that visit Grand View plaza wishing to deliver, complete or receive assistance with EEO office forms or other paperwork.
- Orders files from the record storage center for litigation cases, upon request.
- Scans and e-mails file contents to litigation office and other departments upon request and administrator approval/review.

Duty 2

General Summary:

Percentage: 20

Establishes and maintains various filing systems.

Individual tasks related to the duty:

- Follows the record retention schedules and sends files to records storage center as determined.
- Maintains a filing system for the Department's:
- Discriminatory Harassment Complaints
- Disability Accommodation Request

Duty 3

General Summary:

Percentage: 15

Prepare reports and other related work as assigned.

Individual tasks related to the duty:

- Compiles statistical data for the monthly report.
- Prepares periodic reports from databases as requested for information regarding discriminatory harassment complaints, accommodation requests, exit interview information, and other information.
- Assists in other duties as directed by the EEO Administrator.
- Covers the Human Resources Division front desk as needed as back up.
- Completes letters or other correspondence for other supervisors when requested.

Duty 4

General Summary:

Percentage: 5

Develops and helps to prepare training session materials for managers and employees concerning EEO program and issues.

Individual tasks related to the duty:

- Works in conjunction with Training to provide the necessary documentation, upon request, as well as updating information as needed.
- Delivers Exit Interview surveys to Training office on a monthly basis, for them to address and use for statistical data.

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

Determines which staff or division to refer inquiries and/or mail to. Rearranges Office Specialists schedule.

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

Decisions that have an overall effect on the office or may be controversial and/or are guided by departmental policy. Determining when it may be necessary to request additional assistance with tasks that require increased manpower.

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.

Standard office environment.

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?

Answering multi-line telephone system, forwarding calls/messages, typing, filing, using computers, communications (both verbal and written), ordering supplies, maintaining Discriminatory Harassment and Disability Accommodation Databases, creating letters and various duties as assigned by the office specialist or higher-level staff.

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

New establishment.

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

The function of the EEO Office is to coordinate and implement the Department's equal employment programs, including Diversity, ADA, Discriminatory Harassment and assisting in litigation of employees in accordance with departmental policy and state and federal guidelines.

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:

Knowledge of general office practices. Knowledge of filing and general record keeping. Knowledge of basic mathematics. Knowledge of correct English usage and grammar. Knowledge of workers' disability compensation rules, acts, guidelines, terminology, and practices. Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format. Ability to collect, alphabetize, code, numerically rank, sort, and batch documents. Ability to perform mathematical calculations. Ability to prepare and/or process financial documents. Ability to apply workers' disability compensation rules, acts, guidelines, terminology, and practices to specific work situations. Ability to abstract relevant and/or significant facts from case materials and data. Ability to follow, apply, interpret, and explain instructions and/or guidelines. Ability to determine work priorities. 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. Ability to operate standard office equipment. Ability to type. Ability to operate standard office equipment.

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