

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

Position Code 1. GNOFASTE

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 DOC-EGELER FACILITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) CFA
4. Civil Service Position Code Description General Office Assistant-E	10. Division Southern
5. Working Title (What the agency calls the position) General Office Assistant - Mail Clerk	11. Section Business Office/Administrative Services
6. Name and Position Code Description of Direct Supervisor CONROY, SHANNON; ADMINISTRATIVE MANAGER-3	12. Unit Mail Room
7. Name and Position Code Description of Second Level Supervisor CHRISMAN, TROY; SENIOR EXECUTIVE WARDEN	13. Work Location (City and Address)/Hours of Work 3855 Cooper St - Jackson, MI 49201 / M-FR (8-4:30 pm)

14. General Summary of Function/Purpose of Position

Process incoming and outgoing prisoner and institutional mail and property. Type reports, file, and maintain daily reports and logs. Respond to inquiries via phone, email and/or personal contact with prisoners. Operate computer, calculator and computerized mailing system.

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

Sort, separate, process and distribute institutional and prisoner mail and property, including JPay e-messages. Maintain daily and monthly reports and logs. Screen prisoner mail to determine if it complies with departmental policies, completing reports explaining non-compliance issues. Determine and complete, if necessary, a Notice of Intent or Major Misconduct Report. Respond to phone and written inquiries from prisoners, the general public and vendors related to mailroom issues and function.

Individual tasks related to the duty:

- Sort incoming mail, separating institutional mail from prisoner mail; determine which mail is confidential (legal, personal).
- Non-confidential is opened and searched for contraband and money, utilizing knowledge of MDOC policies.
- Daily records compiled for the monthly report require both hand and machine calculation.
- Respond to phone, in-person and written inquiries regarding mail issues, providing instruction per policy/procedure.
- Conduct personal interviews with prisoners explaining mail procedures, or to hand deliver mailroom items.
- Create queries and update logs, tables and monthly reports to better process, track and follow-up material.

Duty 2

General Summary:

Percentage: 50

Process outgoing mail for the institution and prisoners. Separate mail determine best method for shipment, batch like items and check shipping requests and prisoner disbursements for completeness. Input information to postage equipment to process 1st Class, certified and UPS mail/property. Maintain daily and monthly reports and logs

Individual tasks related to the duty:

- Separate 1st Class, certified and UPS mail and property.
- Determine best method for mailing, batching like items.
- Complete postage reports.
- Input information into computerized postage system to determine postage amounts and affix postage as necessary.
- Review shipping requests for completeness.
- Operate calculator to compile daily and monthly reports.
- Copy shipping reports to be maintained in the Mailroom
- Operate computer to determine location of prisoners when forwarding mail and/or property.
- Provide technical support to staff in proper handling of outgoing mail and processing of mail/property rejections.

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

The screening of prisoner mail and property requires an excellent knowledge and application of policies. A poor decision to allow admission of material to a prisoner could be a security risk and endanger staff and prisoners.

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

In the absence of written guidelines or where policy is not clear, the supervisor will review the material or request for information for policy compliance.

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.

Standing, reaching and bending. Lifting mail and/or boxes of property. Both occur on a daily basis

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?

Process incoming and outgoing prisoner and institutional mail and property. Employee types reports, files, maintains daily and monthly reports and logs. Responds to inquiries via phone, email, written requests and/or personal contact with prisoners, the general public and other institutional staff. Operate computer, copier, calculator and computerized mailing system

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

Establish due to two positions sharing same code.

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

The Mailroom processes all incoming and outgoing prisoner and institutional mail and property for the Department's Reception Center. Employee performs all Mailroom duties. Also provide backup to other areas as needed.

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:

Employee requires thorough knowledge of Policies, Procedures and Administrative Rules pertaining to this position. Must be able to work independently with accuracy, have good communication skills and able to operate general office equipment

CERTIFICATES, LICENSES, REGISTRATIONS:

None 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.

AA wishes to establish a separate position code for GNOFASTEG29R as there are two incumbents sharing the same code.

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

ANGELA GEIGER

10/25/2019

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