

**State of Michigan
Civil Service Commission**

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

Position Code

1. GNOFASTED16R

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-WAYNE COUNTY O.C.Y.S.
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division
5. Working Title (What the agency calls the position) General Office Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor SEELOFF, CHRISTINA; SOCIAL SERVICES ADMIN SPV-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ULFERTS, CHAD W; SOCIAL SERVICES DIVISION ADMIN	13. Work Location (City and Address)/Hours of Work CFS South Central, 1801 East Canfield, Detroit, MI 48207 / M-F, 8-5

14. General Summary of Function/Purpose of Position

This position is responsible to perform a variety of administrative support assignments that may include reception desk coverage, timekeeping duties, working with the MISACWIS system, working with closed files, maintaining the stock room, distribution of mail, and maintaining a motor pool.

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: 20

Performs receptionist duties at the reception desk.

Individual tasks related to the duty:

- Greet customers face to face to determine need of visit.
- Notify worker for customers in lobby, when appropriate.
- Operate a multi-line telephone system and direct calls to the appropriate contact or provide basic information on available resources.
- Seek appropriate assistance for customers.
- Provide excellent customer service in person and via the information telephone line to both external and internal customers.
- Review calendar for parental visits.
- Receive closed files from outside agencies and move them to the closed file unit.
- Receive and screen Central Registry requests, expungements and redactions for completeness. Assist customers with completing minimal required information needed for processing. Generate the corresponding form letters with the findings based on policy and provide to the customer. (Clearances are for external customers, such as employers and volunteer agencies.)
- Maintain spreadsheets for Central Registry, outgoing mail.
- May maintain a tracking log for items received.

Duty 2

General Summary:

Percentage: 20

USPS, UPS, FedEx and interdepartmental mail review.

Individual tasks related to the duty:

- Open the USPS, UPS, FedEx and interdepartmental mail.
- Review and clear the mail using the MISACWIS system for distribution to staff.
- Scan the mail and distribute to addressees.
- Receive orders (from the workers) for Social Security cards and place the orders, in person, at the Social Security office.
- Log and file birth certificates and Social Security cards.
- Upon receiving information from the workers when cases are closed, provide documents (Social Security cards and birth certificates) to the customers.

Duty 3

General Summary:

Percentage: 20

Performs Motor Pool activities.

Individual tasks related to the duty:

- Maintain listing of vehicles on site.
- Issue vehicles to staff.
- Arrange repairs for vehicles.
- Transport vehicles to and from repair sites, and between district offices as needed.
- Supply vehicles with materials needed, i.e. car seats, windshield fluids, ice scrapers, etc.
- Utilize the M5 program to maintain monthly mileage reports of vehicles.
- Arrange for vehicle cleaning.

Duty 4

General Summary:

Percentage: 15

Maintain stock room.

Individual tasks related to the duty:

- Place orders for stock.
- Receive stock via UPS, FedEx, Staples.
- Place and organize items in stock room.
- Distribute copy paper to multi-function units ("MFU" - copy/scan/print machines).

Duty 5

General Summary:

Percentage: 15

Perform Electronic Data Management (Content Manager)/Closed Files job responsibilities.

Individual tasks related to the duty:

- Receive closed files (from outside agencies) from Reception, and prepare for storage.
- Receive case requests from the workers.
- Search for file information from Closed Files and Content Manager systems.
- Order case files from Content Manager and distribute cases to the workers.
- Purge cases and prepare for storage in Closed Files and Content Manager.

Duty 6

General Summary:

Percentage: 10

Perform Timekeeping duties and other tasks that support the local office.

Individual tasks related to the duty:

- Review SIGMA for missing timesheets, errors, and timesheet completion; inform employees & supervisors of missing timesheets.
- Request funding for bus passes; order, pick up and distribute bus passes for customers.
- Run LEIN reports and provide the criminal history results to the workers.
- Provide supplies to the workers for drug screens.
- Attend trainings as required to learn new systems, methods, and procedures.
- Assist in data collection, reports, filing, and other projects.
- Other office duties as needed and assigned.

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

Provide and act on general information regarding vehicles needing maintenance. Maintain and organize stock room and deliver paper to copiers. These decisions affect any employees utilizing the vehicle fleet, MFU's, and items of the stock room.

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

Areas of the work where guidelines or instructions are not available or unclear will require supervisory review.

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.

General indoor office work environment. Use of a computer, scanner, multi-function and multi-line phone system. Duties may involve some filing, lifting, sitting for longer periods of time, standing, bending, stooping, walking, and driving.

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?

This position is responsible to perform a variety of administrative support assignments that may include reception, scanning documents & files, utilizing the MISACWIS system, maintaining the motor pool, and distribution of mail.

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

Duties and responsibilities of this position have changed as a result of the implementation of new systems and business processes. The position description is being updated to reflect the current responsibilities, in particular, essential duties that have always been performed but were not included in previous versions of this PD, such as duties related to maintaining the motor pool, stock room and closed files.

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

This position functions within a local office that provides child welfare services, such as Children's Protective Services and Foster Care. This position is responsible for providing administrative support to customers, management and 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:

Possess strong customer service skills.

Ability to take initiative and determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to work with common office software (Microsoft Office) and equipment.

Ability to learn and achieve proficiency in multiple DHHS-specific databases and software applications.

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:

Some employees may be required to pass a background check and training to be certified to have access to the LEIN system.

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.

SHANIKA DENNIS

Appointing Authority

4/23/2025

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