

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 TREASURY CENTRAL PAYROLL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Financial and Administrative Services
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Office of Departmental Services
5. Working Title (What the agency calls the position) General Office Assistant	11. Section Facility, Mail and Data Operations
6. Name and Position Code Description of Direct Supervisor BOWEN, MICHELLE H; OFFICE SUPERVISOR-1	12. Unit Mail Operations
7. Name and Position Code Description of Second Level Supervisor SCHRAY, LORI; DEPARTMENTAL SUPERVISOR-4	13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Drive, Dimondale, MI 48821 / M-F; 7:25-3:55

14. General Summary of Function/Purpose of Position

The function and purpose of this position is to process mail for the Michigan Department of Treasury. This includes U.S. Postal Service inbound mail and State of Michigan I.D. mail. The job includes mail sorting, mail delivery and pick up, preparing certified, registered, and other special mailings, voiding undeliverable warrants, sorting reports, batching and preparing documents for imaging.

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: 80

Receives, interprets, processes, and routes Treasury's incoming and outgoing mail. This includes, but is not limited to, opening, date stamping, clipping, reviewing, and sorting mail, sorting reports, preparing documents for imaging, batching mail, lifting mail containers of envelopes and folders and carrying them to the work area, pushing a mail cart with containers of mail to be delivered and picked up throughout the Operations Center. Prepares certified, registered, and other special mailings, voids undeliverable warrants, and creates transaction log for cash receipts. Serves as back up customer delivery person at the Austin Building in downtown Lansing.

Individual tasks related to the duty:

- Understands and follows procedures including disclosure and confidentiality policies.
- Receives and sorts incoming mail to appropriate customer bin and disburses to proper location.
- Reviews, interprets, and routes forms, reports and correspondence to proper location by applying unit's procedures.
- Processes documents using established procedures: date stamp, staple, clip, batch, and route mail to proper divisions.
- Batches tax returns and applications to prepare documents for data entry.
- Prepares documents for imaging; collate, remove staples, repair pages, and copy documents, label folders by batch and tax type.
- Prepares certified, registered, and other special mailings based on customer request.
- Processes cash and checks; creates transaction logs for cash receipts.
- Voids undeliverable warrants and codes according to unit procedures.
- Lifts and transports mail containers of envelopes and folders in work area.
- Delivers and picks-up mail, reports, and batches throughout the Operations Center and travels to Austin Building as a back up.
- Meets production deadlines.
- Multi tasks various functions during one shift.
- Other duties as assigned.

Duty 2

General Summary:

Percentage: 20

Performs related work appropriate to the classification that promotes teamwork and change that will result in driving efficiencies within the unit. This includes assisting with scanning and slitting of incoming mail, and operating computer to image, data enter, verify, and route documents using DataCap and Web Applications.

Individual tasks related to the duty:

- Attends staff meetings and other meetings as requested.
- Provides feedback and written suggestions for process improvements that affect efficiencies within the unit.
- Scans documents to create a digital image for data entry and electronic routing.
- Routes electronic documents for retrieval and storage for our internal customers.
- Data enters various returns and documents into web applications.
- Scans mail for anything suspicious.
- Opens mail with machine and records volumes.
- Assists other Treasury divisions as needed.
- Attends training and provides feedback
- Promotes a safe work environment by adhering to emergency procedures as defined.
- Assists with the updating and reviewing of procedures.
- Other duties and projects as needed.

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

Review, interpret, and route various tax forms and taxpayer correspondence to the appropriate customers within Treasury using established guidelines. By adhering to established guidelines and proper interpretation of forms and correspondence, assures that the department will not have to pay out interest when refunds are not processed in a timely manner and that disclosure breaches do not occur on outbound mailings.

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

Decisions regarding work priorities, what to do when established procedures do not address a specific situation and time off requests.

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.

Position is within an office environment. Job is repetitive in nature, daily use of shoulders and arms to process, distribute, and deliver mail. This includes lifting mail containers, pushing a mail cart, walking, and standing for long periods. Possible exposure to hazardous materials. Due to the nature of the job and handling of envelopes and boxes, dress policy is business casual as identified in the Facility, Mail and Data Operations' dress policy.

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, this should serve as the composite position description for General Office Assistants within Treasury Mail Operations at the Operation sCenter.

23. What are the essential functions of this position?

The essential duties of this position are to remove, review, sort, date stamp, clip, copy and batch; prepare documents for imaging; distribute and deliver mail and reports; lift mail containers; push a mail cart and prepare outgoing specialty mailings. Must work well under pressure and meet scheduled deadlines. Maintain confidentiality in handling all taxpayer forms and documents. Ability to be flexible and adaptable to changes in processes and procedures. Ability to multi-task a variety of job functions. Ability to learn and retain a wide variety of functions and utilize the procedures reference manuals as needed and includes all requirements in section 18 of this position description.

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

Due to Treasury's movement to a paperless work environment Mail Operations and Data Operations has seen a decrease in mail received. The units work closely together, assisting each other when necessary, and when Mail Operations daily work is complete, they will assist Data Operations with various duties including scanning, data entry, and electronic routing of documents.

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

This work area functions as the centralized mail processing area for the Department of Treasury. This unit is responsible for sorting and distributing incoming mail and reports and preparing outgoing specialty mail for the Department of Treasury. This position participates in all aspects of a mail operations center and is the first point of entry to the department for taxpayer revenue and correspondence.

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 7- Two years of administrative support experience, including one-year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work both independently and as a team.
- Ability to understand and follow procedures.
- Adaptability and flexibility with work assignments and unit changes.
- Knowledge of general office practices.
- Lift mail container of envelopes and folders and carry them to the work area.
- Push a cart of mail containers to be delivered and picked up through out the Operations Center and the Austin Building.
- Walking and standing for long periods.

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.

None

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

SONYA CARTER

4/9/2019

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.

DEBRA BARRETT

Employee

Date