State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTA

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-MICHIGAN STATE INDUSTRIES
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** BUDGET AND OPERATIONS ADMINISTRATION
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-A	**10. Division** MICHIGAN STATE INDUSTRIES
5. Working Title (What the agency calls the position) ORDER ENTRY CLERK	**11. Section** BUSINESS OFFICE
6. Name and Position Code Description of Direct Supervisor HEHRER, MADYSON; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** ORDER ENTRY
7. Name and Position Code Description of Second Level Supervisor DANCER, GREGORY; STATE OFFICE ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** 206 E Michigan Ave., Lansing, MI / 7:30am – 4:30 pm / Monday thru Friday

14. General Summary of Function/Purpose of Position

This position processes customer orders that are received for MSI products. MSI services over 2,000 unique customers and produces thousands of different items. A positive attitude and excellent customer service is an expectation for this position. MSI uses GSS (Global Shop Solutions) ERP software. This position is expected to handle complex order situations with a high level of independence, demonstrating advanced knowledge of MSI processes and systems. This position will work closely with other areas of the MSI team to ensure customer order accuracy and will require proactive follow-up on status of orders with factory employees, factory supervisors, Fleet Staff as well as MSI Business office staff. The senior worker serves as a knowledgeable resource to peers, assists in troubleshooting order-related issues, and contributes to process improvements to enhance workflow efficiency. Responds to customer, factory and business office staff inquiries, often addressing escalated or specialized questions. Performs filing of order entry related documents as required.

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**

Process an estimated 60-90 customer orders per day by entering data into ERP system.

Individual tasks related to the duty:

- Print out all orders with email notations from MSI Order Entry mailbox.
- Independently evaluate incoming orders to identify priority, complexity, and potential issues requiring advanced knowledge or escalation.
- Provide guidance and support to less-experienced staff regarding order processing, discrepancy resolution, and GSS system navigation.
- Processing of all orders received within 24 hours, when possible.
- Separate Orders based on type.
- Identify recurring order issues and recommend process improvements to reduce errors and increase efficiency.
- Verify PO, Part number and pricing are correct on all orders. Investigate discrepancies/omissions. Look up correct items based on information from customer. Contacting Sales may be required.
- Watch for Blanket orders/releases from Corrections and other customers.
- Serve as a subject-matter resource for interpreting order specifications, blanket order patterns, and uncommon product or pricing scenarios.
- Scan/forward/document order specifications to factories.
- Communicate proactively with factory superintendents, Fleet staff, and Sales on escalated order concerns or items requiring expedited decision-making.
- Ensure no duplication of orders, authorized approval of orders.
- Resolve complex order discrepancies using multiple internal systems, historical data, and coordination across MSI departments.
- Maintain a record of facilities Officer Uniform/Food Service order PO's.
- Assist customers in obtaining files for their record.
- Review and validate documentation standards across order-entry tasks to ensure consistency and accuracy in record-keeping.
- Handle escalated customer or factory inquiries requiring advanced problem-solving and deeper system knowledge.
- Respond to inquiries by providing information retrieved from computer/hard copy files.
- Call or email customers for information needed to complete orders daily.
- Maintain a file of orders awaiting responses from customers.
- Manage complex or high-priority customer accounts that require increased attention, specialized product knowledge, or more detailed follow-up.
- Interprets and apply instructions and guidelines to resolve work problems.

- Exercise senior-level judgment in applying policies and guidelines to unique or ambiguous situations, ensuring accuracy and compliance.
- Assist leadership by identifying workflow gaps, training needs, or system issues and offering well-supported recommendations.

Duty 2

General Summary: **Percentage: 10**

At the senior level, the employee performs these duties with a higher degree of independence and expertise. The senior worker is responsible for ensuring accuracy, completeness, and proper classification of order documentation; handling complex or ambiguous filing and data-entry situations. This position applies advanced knowledge of filing systems, order workflows, and data standards to resolve issues, recommend improvements, and support higher-level special projects.

Individual tasks related to the duty:

- Conducts advanced reviews of filing accuracy and documentation completeness, correcting inconsistencies and identifying systemic issues for process improvement.
- Provides guidance and technical assistance to staff on proper filing procedures, documentation standards, and item/customer data-entry requirements.
- Independently resolves discrepancies or missing documentation by researching prior orders, system records, and communication logs, such as emails.
- Reviews and enters complex or uncommon item setups and customer accounts, ensuring compliance with established policies and data-quality standards.
- Prepares specialized or detailed reports requiring interpretation of order history, customer specifications, or production-related information.
- Assists supervisor with higher-level special projects by gathering data, performing file audits, or offering recommendations based on advanced knowledge of order-entry operations.
- Applies judgment when interpreting filing and documentation guidelines in situations not explicitly covered by policy, ensuring accuracy and consistency.

Duty 3

General Summary: **Percentage: 5**

Responds to customer inquiries regarding delivery, specifications, damage, etc. Responds to factory, MSI business office and Fleet staff regarding customer orders and item specifications, delivery, etc.

Individual tasks related to the duty:

- Retrieves records, associates with requests or inquiries, and routes to proper persons.
- Receives and responds to inquiries by providing directions, instructions, promotional material, or other general information or referring such inquiries to the appropriate persons.
- Emailing Factories to answer customer questions, such as Shipment dates, correct item requested.
- Responding to Customer/Factory emails as they come in to facilitate correct order entry.
- Contact Factories regarding damage/returns for customer service.

Duty 4

General Summary: **Percentage: 5**

Reviews and verifies data and investigates discrepancies. Reviews order acknowledgements related to orders and email to customers.

Individual tasks related to the duty:

- Sends documentation of IET orders to customers.
- Corrects discrepancies and notifies factory staff.
- Contacts customer for clarification if needed.
- Assists co-workers in correcting errors.

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

1. Prioritizing orders from customers
2. Notifying factories and Fleet of need of high-priority orders.
3. Assisting co-workers in finding products, different procedures used to find customer orders, items and how to utilize these procedures for completing orders.

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

Directions concerning special assignments. Product pricing deviations.

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.

Required to work in an office environment in a seated position utilizing a computer for long periods of time. Ability to maintain composure during stressful situations occurring as a result of shift work, work loads and/or deadlines.

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?

Processing customer orders.

Follow up with customers and factory staff to ensure prompt and accurate delivery of MSI products.

Preparation, review and distribution of order entry reports.

Maintain cordial and professional relationships with customers and other MSI staff located at various facilities.

Must be willing to operate a computer and learn the Global Shop Solutions ERP system.

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?

MSI provides real world work experience to MDOC prisoners and strives to meet industry standards and excellent customer service for the goods and services that it produces and sells to its authorized customer group. This position enters customer orders for MSI goods and services.

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 8
Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Good communication skills, verbally, written and via technological platforms. Ability to perform complex general office practices and compare data from a variety of sources of accuracy and completeness. Ability to make complex decisions and take appropriate actions with independence. Ability to compose routine complex correspondence and reports to Departmental Technician and supervisors. Ability to perform the most complex and difficult assignments that are assigned by your supervisor. Of all things, a positive attitude and can-do personality will be beneficial as well as the ability to maintain favorable public relations both within MDOC, State Government and with the public as well as positive customer service attitude.

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**