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| Position Code |
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**State of Michigan**  
**Civil Service Commission**  
 Capitol Commons Center, P.O. Box 30002  
 Lansing, MI 48909  
**POSITION DESCRIPTION**

This position description serves as the official classification of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

|   |   |
|---|---|
| <b>2. Employee's Name (Last, First, M.I.)</b>   | <b>8. Department/Agency</b>   |
|   | Environment, Great Lakes, and Energy  |
| <b>3. Employee Identification Number</b>  | <b>9. Bureau (Institution, Board, or Commission)</b>                                      |
|   |   |
| <b>4. Civil Service Position Code Description</b>   | <b>10. Division</b>   |
| General Office Assistant-E  | Information Management  |
| <b>5. Working Title (What the agency calls the position)</b>  | <b>11. Section</b>  |
| General Office Assistant 5-E7   |   |
| <b>6. Name and Position Code Description of Direct Supervisor</b>   | <b>12. Unit</b>   |
| Karen Edlin, State Administrative Manager 15  | Freedom of Information Act (FOIA) Unit  |
| <b>7. Name and Position Code Description of Second Level Supervisor</b>   | <b>13. Work Location (City and Address)/Hours of Work</b>                                 |
| Brad Pagratis, State Office Administrator 17  | Constitution Hall<br>525 W. Allegan<br>Lansing, Michigan 48933<br>80 hours per pay period |
| <b>14. General Summary of Function/Purpose of Position</b>  |   |
| <p>The purpose and function of this position is to perform general office duties such as scanning, data entry, and indexing inbound and historical mail into various EGLE software applications. The daily processing of documents is essential to ensure timely receipt by EGLE Divisions so they can assist customers. The job also includes preparing documents for scanning, batching, batch control, and assisting Mail Operations with daily tasks as needed.</p> |   |

**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 of Duty 1**                      % of Time 80

Serve as records processor to facilitate the conversion of paper files to electronic files and maintain tracking systems. Prepare, scan, index, deliver and track incoming correspondence and other department related documents.

**Individual tasks related to the duty.**

- Prepares documents for imaging; collate, remove staples, repair pages and copy documents.
- Operates scanner to convert paper documents to a digital image and uploads to distribution system.
- Monitors captured images ensuring documents are clear and legible.
- Reports any issues that may affect image quality.
- Performs daily and monthly scanner maintenance to ensure clarity of documents.
- Indexes inbound and historical correspondence using established procedures.
- Verifies data input for quality and accuracy.
- Deletes documents and batches scanned in error.
- Interprets error messages and takes corrective action reporting any equipment or software malfunctions to supervisor.
- Develops familiarity with the retention schedules for EGLE.
- Utilizes manuals and other reference materials.
- Meets and maintains daily performance goals.
- Reports to supervisor, new forms or documents not included in current procedures.

Duty 2

**General Summary of Duty 4**                      % of Time 20

Perform related general office work including assisting Mail Operations with scanning, reviewing, sorting and delivering incoming mail.

**Individual tasks related to the duty.**

- Attends trainings and provides feedback.
- Provides feedback and written suggestions for process improvements that affect efficiencies within EGLE.
- Assists with the updating and reviewing of procedures.
- Attends meetings and participates in special projects.
- Reviews, interprets, and routes mail, reports and correspondence using established procedures.
- Processes documents using established procedures to date stamp, staple, clip, and/or batch.
- Delivers mail to proper units.
- Scans mail for anything suspicious.
- Promotes a safe work environment by adhering to emergency procedures.
- Assists other EGLE divisions as needed.
- Other duties as assigned by manager.

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

Day-to-day prioritization of tasks to be completed in order to meet deadlines. Determine which documents qualify as records for scanning and recommend where improvements can be made to the scanning process. Quality output is of utmost importance – once paper documents are destroyed, there is no way to fix, replace, or improve the scanned file. Direct inquiries to appropriate resources and/or staff.

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

When a new task or assignment is beyond the current scope of this position. If the department's policies or procedures appear to have been violated or are unclear. Situations not previously identified during application development and time off requests.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.  
 Requires sitting for long periods of time with repetitive arm and hand movement. Possible exposure to hazardous materials. Occasionally required to lift up to 20 lb. boxes (carts, tubs and batches of documents, postal tubs, postal trays, etc.). Use of scanning and mail equipment causes a dusty and noisy 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. (If more than 10, list only classification titles and the number of employees in each classification.)

| <u>NAME</u> | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|-------------|--------------------|-------------|--------------------|
|             |                    |             |                    |
|             |                    |             |                    |
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|             |                    |             |                    |

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?  
 New position.

23. What are the essential functions of this position?

The essential duties of this position are to perform document preparation and scanning services for EGLE, as it transitions from paper to electronic systems. In addition, this position will deliver excellent customer service to the public and other EGLE staff in a manner that maintains a high level of customer satisfaction.

The position requires knowledge of computers and computer software including Microsoft Word, Outlook, Excel, and Adobe PDF or Kofax PDF; knowledge of the operation of scanners and scanning software; and, other software as needed. Other essential duties are good communication and organizational skills; an ability to work well with others; and, maintain a calm, professional demeanor at all times.

To be successful in this position, the following competencies have been identified as being essential: Contributing to Team Success; Job Fit; Managing Work; Quality Orientation; Stress Tolerance; and Job Knowledge.

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

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

The Information Management Division is responsible for establishing and implementing data management standards and processes for information tracking to support transparency and effective internal processes. The goal of the division is to implement processes and provide services that allow program staff more time to address program issues and less time on non-programmatic functions. The division is responsible for assessing information technology tools and strategies to meet the ever-changing business needs of the department. The position supports this work.

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:**

- Knowledge of the operation of scanning and document management equipment.
- Knowledge of office practices, procedures, and computer software programs.
- Ability to understand and follow procedures including disclosure and confidentiality policies.
- Ability to follow, interpret, and apply instructions and/or guidelines.
- Ability to determine work priorities and handle multiple assignments.
- Knowledge of correct English usage and grammar.
- Ability to meet schedules and deadlines of the work area.
- Ability to work both independently and as a team.
- Ability to be flexible and adaptable.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

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

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY EMPLOYEE**

*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's Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**