

**State of Michigan
Civil Service Commission**

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

Position Code

GNOFASTET07R

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-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Epidemiology & Population Health
4. Civil Service Position Code Description General Office Assistant-E	10. Division Division for Vital Records & Health Statistics
5. Working Title (What the agency calls the position) General Office Assistant 5/6/E7	11. Section Vital Records and Health Data Services Section
6. Name and Position Code Description of Direct Supervisor EMBRY, ANTONEA; DEPARTMENTAL SUPERVISOR-2	12. Unit Customer Request Sub-Unit—Record Search Sub-Unit - Record Preparation Crew
7. Name and Position Code Description of Second Level Supervisor WILLARD, MARIA; DEPARTMENTAL SUPERVISOR-4	13. Work Location (City and Address)/Hours of Work 333 S GRAND AVE; LANSING, MI 48933 / Monday – Friday 8:00 am – 5:00 pm

14. General Summary of Function/Purpose of Position

This position is responsible for accurately entering customer vital record information in order to produce certified copies of birth records. Incumbent uses the Birth Registry System (BRS) electronic integrated vital record system to build an electronic database of these records. Using the various computer systems, prepare data from indexes, card files, birth records and other documents for transfer into the BRS. Processes follow-up requests for records and answers inquiries to resolve problems related to requests for vital records.

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: 45**

Accurately enters data in the Birth Registry System (BRS)/VERA in response to customer requests for certifiable copies of birth record and non-birth, by using keying skills and the BRS/VERA electronic integrated vital record system.

Individual tasks related to the duty:

- Creates records electronically using the Birth Registry System (BRS)/VERA for birth records from years 1867 through 1988 in the vault.
- Observes proper procedures and rules incorporated in BRS system/VERA, and makes complex decisions using experience and knowledge of the BRS/VERA software application
- Utilizes specialized rules to assure proper information assimilation
 - Selects proper fields to generate event information regarding date and place of event and parent data.
 - Detect errors and correct data when error messages occur within BRS/VERA.
- Reviews records for completeness and accuracy prior to printing and delivery to customer.
- Capture, process, and reproduce clear and accurate images of non-birth vital records, including death, marriage, and divorce records. Print certified copies on secured safety paper in accordance with state policies and confidentiality standards.

Duty 2**General Summary:****Percentage: 20**

Assists in building the electronic database in BRS/VERA by entering data into various electronic systems.

Individual tasks related to the duty:

- Compiles data into electronic form for uploading into BRS. Must perform this by referring to:
 - Computerized indexes, such as Power Apps, File Net, and EDRS.
 - Card files
 - Microfiche
 - Typed and handwritten ledgers
 - Vault books
- Utilizes variations or histories in which the indexes were set up through the years dating back to 1867, as well as experience determining correction record information.
- Produces certified birth copies by transcribing records into the BRS/VERA.

Duty 3**General Summary:****Percentage: 20**

Using the BRS/VERA computer system and a new AFS (Application for Service)/Order Number computer system, incumbent prepares correspondence related to requests for vital records and documents discrepancies between the applicant and the record.

Individual tasks related to the duty:

- Generates correspondence for customer requests that require correspondence regarding discrepancies between the applications and record.
- Documents discrepancies in the comment section of BRS/VERA for the record in question.
- In Birth Registry System, it selects appropriate templates, completing manually entered fields and reviewing the auto filled fields before printing the correspondence.

Duty 4**General Summary:****Percentage: 10**

The employee processes follow up requests for records and answers inquiries to resolve customer problems or inquiries related to requests for vital records.

Individual tasks related to the duty:

- Investigates and resolves problematic customer requests, other than routine related to requests for vital records.
 - Verifies information for completeness and accuracy
 - Compare the electronic vital record created in the Birth Registry System (BRS)/VERA to original records
- Prepares a corrected certified copy and generates the appropriate correspondence if warranted.
- Processes records request as necessary.

Duty 5**General Summary:****Percentage: 5**

Miscellaneous tasks and other duties as assigned

Individual tasks related to the duty:

- Assist training for new employees to be able to accurately enter vital record information in BRS/VERA in order to produce certified copies of birth /non-birth records.
- Various general office duties are assigned as needed for special projects to maintain the units.



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

Incumbent determines accuracy of birth data, decides what rules govern the determination of correct information. Determines accuracy of data to ensure accuracy in building electronic database for storage and maintenance of vital records.

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

- When a record is located that may/may not be the record requested because of discrepancies contained within the record, the supervisor determines the appropriate action.
- Supervisor determines eligibility for circumstances that are not usual.

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.

- Waiting customers are handled as quickly as possible.
- Physical requirements
 - Limited use of ladders in the vault retrieving and replacing books, ledgers and film.
 - Lifting requirements range from lifting ledgers and books and opening drawers of indexes from below knee level to raising both arms to an overhead position. Ledgers, books and drawers range in weight from 5 to 20 pounds.
 - Pushing of roller carts loaded with heavy books in and out of the vault.
 - Continuous and repetitious hand and finger motion related to keying data.
- The Vault is temperature and humidity controlled at 68 degrees and 53% for preservation of the records.
- Limited exposure to paper dust.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

Creates birth records in the Birth Registry System (BRS). Processes customer requests for birth records and prepares correspondence related to requests for vital records. Processes follow up requests for records and answers inquiries to resolve problems related to requests for vital records.

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

Position is being converted/reclassified from a WPA-E to a GOA-E upon the recommendation of Civil Service, as the position is performing the same work as other GOAs in the work are. WPA terminology has been changed to GOA terminology throughout the PD. E&E has been updated. Required DEI language has been added.

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

To provide fast and accurate customer services for requests of birth, death, marriage, and divorce records for the public and other governmental agencies. This involves the use of the Birth Retrieval System (BRS) electronic integrated vital records system for retrieval, viewing, creating and completing records and preparing copies of birth records

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:

As listed on the Civil Service job specification. In addition:

Experience of computer software necessary. Accuracy in keying names and data, following complex entry procedures, selecting geographic codes and descriptions and following steps that differ by document types and event year. Due to the physical requirements, employees in this position must be able to perform the physical duties described in Item 18 for all duties.

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:

This position is designated as being sensitive in accordance with Policy 2021.1

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.

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
