

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. GNOFASTEU

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-WALTER P. REUTHER PSY HS
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Hospital Administration- Walter Reuther Psychiatric Hospital
4. Civil Service Position Code Description General Office Assistant-E	10. Division
5. Working Title (What the agency calls the position) Unit Clerk	11. Section
6. Name and Position Code Description of Direct Supervisor ; REGISTERED NURSE MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor CARTER, MARY F; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work / Monday- Friday; 8:00AM- 4:30PM

14. General Summary of Function/Purpose of Position

The employee in this position as a Unit Clerk performs a full range of clerical assignments for the Nursing Department on the patient housing unit.

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

Typing and the use of Computer Software Applications.

Individual tasks related to the duty:

- Utilizes various computer software applications to send Email, prepare lists, schedule appointments and type reports.
- Edits prepared material for grammar, spelling, punctuation, and format.
- Types forms, records, correspondence, reports, numerical data, tabular information, and charts from rough draft or corrected copy, recorded voice dictation, or specific verbal or written instructions.
- Proofreads typed material for accuracy, completeness, and neatness. Makes necessary corrections/revisions.
- Upon completion of typing, forwards originals to individuals who drafted or dictated material for review and signature.
- May format and enter alpha and/or numerical data in computer.
- Operates computer to synthesize and produce reports and/or lists.

Duty 2

General Summary:

Percentage: 15

Sorting, filing, and scanning.

Individual tasks related to the duty:

- Receives, sorts, logs in, codes, batches, routes, and/or distributes mail and other materials to proper person.
- Files and retrieves records, reports, or correspondence by numerical, alphabetical, or subjective arrangements.
- Compiles data in response to specific requests or instructions, searches pertinent records for information needed.
- Determines and assembles materials to complete forms, reports, or simple correspondence.
- Scans documents into the Electronic Medical Record (EMR).

Duty 3

General Summary:

Percentage: 20

Receptionist

Individual tasks related to the duty:

- Receives and refers visitors and appropriate people.
- Receives telephone calls and refer callers to appropriate people.
- Resolves workflow problems and answers questions for other staff requesting services of the work unit.
- Keep work area and record keeping area neat and orderly.

Duty 4

General Summary:

Percentage: 10

Completion of Forms.

Individual tasks related to the duty:

- Completes forms by writing or typing information in appropriate spaces.
- Receives, checks, and verifies information on documents, forms and other materials for accuracy and completeness.
- Update patient related files/forms/ information in appropriate assigned areas as needed.

Duty 5

General Summary:

Percentage: 15

Operation of Office Equipment.

Individual tasks related to the duty:

- Operates manual and/or electronically controlled standard office equipment such as calculators, copy machines, fax machine, and document shredder.
- Performs minor maintenance of office equipment such as cleaning work surfaces, replacing tapes, restocking paper, adding toner, and removing material jamming machines.

- Seeks assistance to repair malfunctioning equipment, processes work orders as necessary.

Duty 6

General Summary:

Percentage: 20

Other Clerical Duties as Assigned (Consistent with Classification Level)

Individual tasks related to the duty:

These additional duties may include (but are not limited to):

- Placing telephone calls to relay information.
- Schedule appointments.
- Mails material through intra-hospital mail, Civil Service mail, or US mail.
- Hand-delivers material to coworkers.
- Prepares laboratory and other test slips ordered by physicians.
- Notes orders and transcribes orders onto proper forms.
- Verifying of employee time and attendance into SIGMA.

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

Uses judgment in making decisions where alternatives are determined by established policies and procedures. These decisions directly affect the operational efficiency of the agency and the conformation with applicable licensing and accreditation standards.

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

Interpretation of the content of reference manuals including Hospital Administrative Manual, Public Health Code, Mental Health Code, Joint Commission Standards and H.C.F.A. (Medicare/Medicaid) Standards.

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.

Sitting, walking, bending, reaching, light lifting, crouching, and heavy computer usage. The hazards associated with working around severely mentally ill patients.

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):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

Duty 1: Typing

Duty 2: Sorting and Filing

Duty 3: Receptionist

Duty 4: Completion of Forms

Duty 5: Operation of Office Equipment

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 GOA performs a variety of clerical services where typing/computer skills is an essential and/or substantial part in providing support services to each patient care Nursing Unit within the hospital.

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:

- Knowledge of general office practices.

- Knowledge of filing and general record keeping.
- Knowledge of correct English usage and grammar.
- Knowledge of basic mathematics.
- Ability to type.
- Ability to operate standard office equipment.
- Ability to collect, alphabetize, code, numerically rank, sort, and batch documents.
- Ability to communicate effectively.
- Ability to compose routine correspondence and reports.
- Ability to select and compile data for correspondence and reports.
- Ability to maintain supplies and equipment for work area.
- 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:**

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.

ROBBIN COOPER

4/7/2023

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