

## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> BUREAU OF STATE LOTTERY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Michigan State Lottery
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b> Charitable Gaming
<b>5. Working Title (What the agency calls the position)</b> Division Receptionist	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> PANETTA, MARY; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> Gaming
<b>7. Name and Position Code Description of Second Level Supervisor</b> WELLS, RONALD K; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 101 E Hillsdale St. Lansing, MI 48933 / Monday-Friday, 7:45 am - 4:45 pm
<b>14. General Summary of Function/Purpose of Position</b>  This position is responsible for receiving and referring visitors and telephone calls to appropriate manager or staff specialist; interpreting program rules and guidelines and providing instructions to the public; entering application data into the Charitable Gaming Web Portal (CGWP) database; assisting with entering financial statement data and charity game ticket information, sorting incoming mail, routing to the appropriate workstations through the electronic workflow/imaging and filing system, and will provide general office assistance as directed.	

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: 40**

Disseminate information to the general public and process section mail.

**Individual tasks related to the duty:**

- Assist customers by phone/email and refer to appropriate manager or staff specialist when needed.
- Provide the public with license status, application instructions, website navigation, and program information.
- Mail licenses and additional information letters.
- Open and sort mail.
- Make license packets.
- Assemble and mail information requested by the public.
- Operate letter folding, fax, and copy machines.

**Duty 2**

**General Summary:** **Percentage: 40**

Data Entry.

**Individual tasks related to the duty:**

- Enter applications and associated data into database.
- Enter financial statements into database.
- Assist with data entry related to charity game ticket inventory information when needed.

**Duty 3**

**General Summary:** **Percentage: 10**

Document scanning and indexing.

**Individual tasks related to the duty:**

- Scan documents into electronic workflow and process additional information letters.
- Index all outgoing additional information letters and direct to proper work queue.
- Index all incoming additional information documents and direct to proper work queue; if parent document cannot be found, perform search to locate document.

**Duty 4**

**General Summary:** **Percentage: 10**

General office support and miscellaneous duties.

**Individual tasks related to the duty:**

- Provide back-up for batch creation of checks and cash received into the Great Plains program according to bureau procedure.
- Assist division staff and provide back-up to other positions as directed by unit manager.
- Maintain office supplies and orders supplies as needed.
- Send out division mass mailings.

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

Determines which unit or individual a call should be directed. Determines which forms or documents to send an organization or individual in response to an inquiry.

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

Unique, difficult situations with a hostile or angry person. Unusual problems with charity game ticket input.

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.

Standard office setting and physical exertion, with some bending, moderate lifting of less than 25 lbs. and extensive computer use. All employees are responsible

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?**

This position is properly described in the preceding pages.

**23. What are the essential functions of this position?**

This position is responsible for receiving and referring visitors and telephone calls to appropriate manager or staff specialist; interpreting program rules and guidelines and providing instructions to the public; entering application data into the Charitable Gaming Information System (CGIS) mainframe database; entering financial statement data. This position will assist with entering charity game ticket information, sorting incoming mail, routing work to the appropriate workstations through the electronic workflow/imaging and filing system, and will provide general office assistance as directed.

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

Position establishment.

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

The Information Management Unit coordinates the development and implementation of all information functions for the Charitable Gaming Division, as well as program support for the administration of the division. This position is responsible for providing information to the public in a professional manner and directing telephone calls to the appropriate staff within the division; data enters license applications, charity game ticket invoices, and financial statements; provide back-up to office staff as needed; send out mass mailings; and is often the first point-of-contact with the general public.

**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.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format.
- Ability to determine work priorities.
- Ability to communicate effectively.
- Ability to operate standard office equipment.

**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