

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Natural Resources
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Classification of Position GENERAL OFFICE ASSISTANT E	10. Division Administration
5. Working Title of Position (What the agency titles the position) General Office Assistant	11. Section Operations – Field Operations and Facilities Management
6. Name and Classification of Direct Supervisor Charlotte Kiefer, Administrative Manager 2	12. Unit Traverse City Customer Service Center
7. Name and Classification of Next Higher Level Supervisor Jeffery Sears, State Bureau Administrator 15	13. Work Location (City and Address)/Hours of Work 2122 S M-37, Traverse City, MI 49685 Monday through Friday 8am to 5pm

14. General Summary of Function/Purpose of Position

This position functions as a front-line customer service person for the Traverse City Customer Service Center. The employee must be able to determine customer needs and decide the appropriate action to be taken to meet and exceed those needs. The employee must be able to retrieve information from the DNR Web site and effectively communicate that information to our customers. The General Office Assistant (GOA) operates the front desk telephone console; receives public; and understands and disseminates information to the public regarding DNR rules, regulations, and procedures. This position sells hunting and fishing licenses, special hunt applications, boating access site permits, and snowmobile and off-road vehicle permits. This position also maintains, orders, and displays brochures, posters, and guides; maintains a customer log; processes incoming and outgoing United States and State ID mail and packages; and performs other incidental support duties as assigned. This position must convey a courteous, helpful, and professional image always.

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, 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 45

Front desk receptionist and provides communications support for the Traverse City Customer Service Center.

Individual tasks related to the duty.

- Greet public/customers, both internal and external.
- Answers and routes telephone calls.
- Places telephone calls to follow up on customer requests.
- Screens callers and walk-in traffic.
- Disseminate information and materials over the counter or by telephone to the general public. Screens and/or directs visitors, callers, or messages to the appropriate staff or offices.
- Receives requests for information, searches information sources, pertinent records, and selects proper informational materials for distribution.
- Sells hunting and fishing licenses, ORV licenses, snowmobile trail permits, and other license/permit items.
- Responsible for money received and reconciling cash register for the Retail Sales System (RSS).
- Liaison with DNR license agents.

Duty 2

General Summary of Duty 2

% of Time 35

Provides information to the public on various Department programs and responsibilities including explanation of laws, hunting, fishing, snowmobiling, and other outdoor activities.

Individual tasks related to the duty.

- Provides information to the public.
- Explains laws.
- Maintains inventory and orders brochures and other publications.
- Updates manuals as needed.
- Explains procedures to remedy nuisance animal complaints.
- Recommend changes for Hunting and Fishing guides.
- Collects and records data on wildlife sightings.
- Assists in the registration and specimen collection of fish and game species required by the Department.

Duty 3

General Summary of Duty 3

% of Time 20

Miscellaneous duties and responsibilities.

Individual tasks related to the duty.

- Duplicates, collates, and distribute materials.
- Maintains files.
- Maintains and updates the Customer Service log.
- Maintains databases, schedules, and phone lists for the Traverse City CSC.
- Trains other office staff in the operation and maintenance of the RSS terminal, and printer.
- Attend communication assistant meetings as required.
- Assists with educational packets as needed.
- Attend Customer Service meetings as provided.
- Places orders and maintains basic office supplies for employees.
- Other duties as assigned.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Information disseminated by this position to the public is based on Department rules, regulations, policies, and procedures. The position explains rules, regulations, and policies and procedures, based on information and situations provided by the requesting party. Position decides on eligibility for hunting and fishing licenses based on DNR rules and regulations.

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

When information is not available to answer publics' inquiry or if rules, regulations, policies, and/or procedures are unclear. Interpretation of new or complex laws, rules, regulations, policies, and/or procedures may require supervisor or resource staff review. Some customer service issues. Any inquiries dealing with the press or media agents.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

In addition to the normal conditions encountered in a business office environment, the position requires sitting at the front desk for extended periods of time, moderate amounts of standing, bending, walking, operation of computer terminal (viewing monitor and keyboard/mouse operation), and transporting heavy boxes. Position may also be in contact with fish and animal skins and carcasses. Position may also require overnight travel for meetings and training.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee 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>

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

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

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

Respond to public inquiries through phone, e-mail, and in-person lobby contacts. Sells hunting and fishing licenses, ORV licenses, and other Department items. Maintains customer service log. Maintains display and orders Department publications, guides, and other materials. RSS liaison for non-Departmental license agents.

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

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

This office is DNR CSC. Management of Department programs is supervised through staff in this office. This work area's main function is to provide administrative, clerical, and operational support to Department staff and customer service to external Department customers. This position works at the front desk and is responsible for providing telephone and walk-in assistance to both public and Department employees.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education level 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:

Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of communications and public relations techniques; Knowledge of the operations of communications devices and equipment; Knowledge of general office practices; Knowledge of general record keeping and filing; Ability to understand and follow instructions; Ability to take messages in a clear and concise manner; Ability to disseminate information in a clear and concise manner; Ability to communicate effectively with others; Ability to answer questions and determine appropriate course of action relative to incoming messages, calls, or requests; Ability to operate standard office equipment such as telephone switchboards, radio equipment, personal computers, calculators, copy machines, fax machines, etc; and Ability to make decisions and take necessary actions.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid Michigan Drivers License is preferred.

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

27. 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

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

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

Appointing Authority's Signature

Date