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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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

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| **POSITION DESCRIPTION** |

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| 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. |

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency** |
|  | Environment, Great Lakes and Energy |
| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
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| **4. Civil Service Position Code Description** | **10. Division** |
| General Office Assistant- E (5-E7) | Remediation & Redevelopment Division |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| QA/QC General Office Assistant | Administration |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| Nick Ekel, Environmental Manager 14 | Information Management Unit |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| Anastasia Lundy, State Administrative Manager 15 | 525 W. Allegan; Lansing, MI 48909 / Mon - Fri, 80 hours per pay period |

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| **14. General Summary of Function/Purpose of Position** |

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| This position functions at the entry level, with guidance, conducting Quality Assurance, Quality Control of documentation along with conducting scanning services to the EGLE, Remediation and Redevelopment Division (RRD) as they perform conversions from paper files to electronic document management (EDM) system.  This position assists in maintaining the EDM system for the division after conversion and responds to inquiries by providing information retrieved from electronic files. |

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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **85** |
| Serve as Quality Assurance, Quality Control (QA/QC) records processor to facilitate the accurate conversion of paper files to electronic files via Electronic Document Management (EDM) system and maintain systems after conversion is complete. |
| **Individual tasks related to the duty:** |  |  |
| * Implement the work plans for converting paper files to electronic documents.
* Preparation of files for scanning.
* Scan division documents to the EDM system, as required.
* Conduct QA/QC review of scanned documents and make changes as needed.
* Review conversion of files into the proper format.
* Ensure placement of files into Content Manager (CM9) is accurate.
* Track progress toward meeting conversion goals.
* Recommend changes to the conversion work plan, as necessary, to meet division objectives.
* Enter, retrieve, update, and verify records in electronic files, ensuring data integrity.
* Develop familiarity with the retention schedules for the RRD.
* Utilize manuals and other reference materials.
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| **Duty 2** |
| **General Summary:** | **Percentage:** | **10** |
| Respond to inquiries made by staff by providing information retrieved from electronic files. |
| **Individual tasks related to the duty:** |  |  |
| * Disseminate information by directing staff to Web sites to locate general program information, applicable rules, and regulations.
* Operate computer terminal to transmit data to or receive data from computer.
* Produce reports, documents, or site information in response to requests by retrieving documents and data from computer files.
* Assist with Freedom of Information Act (FOIA) requests, utilizing the EDM system.
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| **Duty 3** |
| **General Summary:** | **Percentage:** | **5** |
| Other duties as assigned. |
| **Individual tasks related to the duty:** |  |  |
| Other duties consistent with General Office Assistant responsibilities necessary to implement RRD programs. |

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

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| Review documents for QA/QC components of records in CM9 for accuracy and recommend where improvements can be made to the EDM process.  EDM integrity is of utmost importance – once the paper documents are destroyed, there is no way to fix, replace, or improve the EGLE, RRD’s records. Direct inquiries to appropriate resources and/or staff.   |

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

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| 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.  Controversial issues. |

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| **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.** |

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| In addition to normal conditions encountered in a business office environment, this position requires sitting for extended periods of time, moderate amount of standing, bending, and walking, operating a computer, and transporting boxes (normally less than 50 pounds).  Position may also require overnight travel for meetings and training. |

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| **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.** |

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| **Additional Subordinates** |

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| **20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):** |

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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

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

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| The essential duties of this position are to perform QA/QC services for the EGLE, RRD as it transitions from paper filing systems to EDM systems, maintain the EDM systems, processing incoming documents, and responding to inquiries utilizing information from electronic files. 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; 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 always.  To be successful in this position, the following competencies have been identified as being essential: Initiating Action; Integrity/Honesty; Managing Work; Quality Orientation; Stress Tolerance; and Job Knowledge. |

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

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

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| The Information Management Unit is responsible for support functions related to the creation, documentation, storage, and display of records necessary to the administration and implementation of the RRD’s programs, including Part 201, Part 213, State Superfund projects, and brownfield redevelopment efforts.   This position will provide for efficiency for both staff and the public in reviewing records necessary to implement and promote the RRD’s programs and mission. |

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| **26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.** |

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| **EDUCATION:** |

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| Education typically acquired through completion of high school. |

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| **EXPERIENCE:** |

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| **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. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| Knowledge of the operation of scanning and document management equipment.Knowledge of office practices, procedures, and computer software programs.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. |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** |

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| ***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.*** |

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| **Supervisor** |

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| **Date** |

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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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

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| ***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.*** |

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| **Employee** |

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