

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

GENERAL OFFICE ASSISTANT

JOB DESCRIPTION

Employees in this job perform and oversee a variety of general office support assignments where the processing of documents and recording, retrieving, and distribution of data or information is an essential and/or substantial part of the work.

There are four classifications in this job.

Position Code Title - General Office Assistant-E

General Office Assistant 5

This is the entry level. The employee performs a range of office support assignments under close supervision while learning the methods, processes, and procedures of the work.

General Office Assistant 6

This is the intermediate level. There are two concepts at this level. The employee either performs a limited range of office support assignments in accordance with well-defined instructions and guidelines, or the employee performs a range of office support assignments in a developing capacity.

General Office Assistant E7

This is the experienced level. The employee performs a full range of office support assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

Position Code Title - General Office Assistant-A

General Office Assistant 8

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior-level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience. However, positions performing a limited range of duties may not progress beyond the intermediate level.

JOB DUTIES

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Checks and/or compares documents, forms, applications, or other materials for accuracy, completeness, grammar, and format.

Composes routine correspondence and memoranda in accordance with instructions.

Collects, sorts, batches, alphabetizes, codes, and/or places in numerical order various documents for filing, storage, or processing.

Organizes, maintains, and/or purges files, documents, and/or logs.

Prepares and processes bills, invoices, receipts, statements, checks, and other financial documents.

Receives and responds to inquiries by providing directions, instructions, promotional material, or other general information or referring such inquiries to the appropriate persons.

Schedules appointments, maintains conference room availability, and reserves and assigns motor vehicles and other equipment to staff.

Answers general travel inquiries and gives directions and mileage information to tourists' destinations.

Keeps logs and records of telephone calls, clients or tourists served, and types of services provided.

Sells licenses, permits, maps, and publications to the general public.

Distributes and provides instructions for completion of applications and other forms; reviews forms for proper completion.

Handles and processes mail.

Performs typing duties incidental to the work.

Retrieves records, associates with requests or inquiries, and routes to proper persons.

Observes television monitors and building systems alarms to assist in maintaining the safety, security, and comfort of buildings and grounds, as needed.

Upon request, summons emergency services such as police, fire, and ambulance for public assistance.

Checks case documents for completion and accuracy according to the Worker's Disability Compensation Act and Rules of Practice; if in error, notifies claimant and/or insurance carrier of necessary corrections.

Enters, retrieves, updates, verifies, and deletes information from manual and electronic files.

Retrieves and compiles data and prepares reports.

Interprets and applies instructions and guidelines to resolve work problems.

Operates standard office equipment.

Performs related work as assigned.

### Additional Job Duties

#### General Office Assistant 8 (Lead Worker)

Explains work instructions to others, adapting guidelines to the assignment as necessary.

Provides assistance and training to others in the work unit.

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency.

Coordinates the work of the unit by determining priorities, scheduling, assigning, and explaining work, and overseeing the completion of the work.

Assures that the work meets quality and production standards by reviewing the work for accuracy and proper completion and monitoring output.

### General Office Assistant 8 (Senior Worker)

Regularly handles the most complex and difficult assignments in the work area as approved by Civil Service.

Resolves problems and answers questions for other workers.

### General Office Assistant E7 - 8

Reviews and processes documents such as incorporation papers, insurance policies, contracts, bonds, deeds, leases, tax returns, and permits requiring the exercise of judgment to make decisions and take actions.

Receives verbal and written requests for information. Determines pertinent sources and searches records and files for information for requestors.

Responds to inquiries, complaints, and other communications requiring the explanation of procedures, policies, rules, state laws, etc., applicable to the circumstances.

Maintains records, determines needs, obtains authorization, and completes forms to replenish equipment, materials, and supplies.

Returns documents for correction with detailed explanation.

## JOB QUALIFICATIONS

### Knowledge, Skills, and Abilities

**NOTE:** Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of general office practices.

Knowledge of filing and general record keeping.

Knowledge of basic mathematics.

Knowledge of correct English usage and grammar.

Knowledge of workers' disability compensation rules, acts, guidelines, terminology, and practices.

Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format.

Ability to collect, alphabetize, code, numerically rank, sort, and batch documents.

Ability to perform mathematical calculations.

Ability to prepare and/or process financial documents.

Ability to apply workers' disability compensation rules, acts, guidelines, terminology, and practices to specific work situations.

Ability to abstract relevant and/or significant facts from case materials and data.

Ability to follow, apply, interpret, and explain instructions and/or guidelines.

Ability to determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to communicate effectively.

Ability to compose routine correspondence and reports.

Ability to type.

Ability to operate standard office equipment.

#### Additional Knowledge, Skills, and Abilities

##### General Office Assistant E7 - 8

Ability to select and compile data for correspondence and reports.

Ability to maintain supplies and equipment for work area.

##### General Office Assistant 8 (Senior Worker)

Ability to perform the most complex and difficult assignments as approved by Civil Service.

##### General Office Assistant 8 (Lead Worker)

Ability to explain instructions and guidelines and train others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities, assign work, and review work for quality and production standards.

Ability to establish and revise operational standards.

Ability to assist others in solving work problems.

#### Working Conditions

*None*

#### Physical Requirements

*None*

#### 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.

##### General Office Assistant 8

Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

## Special Requirements, Licenses, and Certifications

Certain positions may require a criminal history background check.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

## JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

### Job Code

GENOFAST

### Job Code Description

GENERAL OFFICE ASSISTANT

### Position Title

General Office Assistant-E

General Office Assistant-A

General Office Assistant-E

General Office Assistant-A

### Position Code

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### Pay Schedule

NERE-001

NERE-004

W41-002

W41-009

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