

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: GNOFASTEU80R

Civil Service Class and Level: GENERAL OFFICE ASSISTANT-E

Working Title (What the agency calls the position): REHABILITATION ASSISTANT

Name and Position Code Description of Direct Supervisor: RHINE-KILEL, CARRIE A; VOCATIONAL REHAB MGR-3

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): MICHIGAN REHABILITATION SERVICES

Division: WESTERN, CENTRAL AND NORTHERN

Section: Grand Rapids

Unit: Grand Rapids

Work Location (City and Address)/Hours of Work: 750 Front NW Suite 211 Grand Rapids, MI 49504 / 8:00 AM – 5:00 PM

General Summary of Function/Purpose of Position: Performs a variety of clerical duties that includes but not limited to data entry, type and compose routine correspondence, check for correct grammar, spelling, and letter format. Operates standard office equipment such as calculators, copier, computer with appropriate software usage, Rightfax, TDD, and scanning and attachments of documentation into software system. Assists with phone coverage activities and receptionist responsibilities. Support is also provided for customer and vendor activity in person or via the telephone. May assist the district with related task in MSG/CA obtainment and customer case reviews.

Assigned duties and tasks for each duty.

Duty 1: Provides clerical support for district office staff.

- Composes routine letters, memoranda, and reports using knowledge of work area instructions and guidelines for appropriate signature.
- Maintains confidentiality of documents and information received.
- Sorts, opens, and distributes incoming mail to staff and associates incoming correspondence with files or related materials needed for reports and meetings.
- Prepares customer's Annual Review letters and tracks response.
- Enters information into customer case file as requested.
- Keeps informed of office details and seek supervisory or advanced worker for direction to resolve customer's issues.
- Provides clerical assistance to all staff.
- Assists with customers' inquiries.
- Assists with MSG/CA documentation
- Assist with scanning and uploading documents
- Assist with case reviews

Duty 2: Maintenance of Site office equipment and supplies.

- Determines needs and follows office procedures to order office supplies, equipment, repair, and maintenance.
- Establishes and maintains office files, logs and indexes and other information as requested by the supervisor.
- Inputs, retrieves, updates, or deletes information for computer database as directed by supervisor.
- Operates standard office equipment such as computer software packages, calculators, copiers, and facsimile machines, etc.

Duty 3: Provides quality services to District/Site customers.

- Receives and screens visitors and telephone calls, take messages, provides information to callers about MRS services.
- Schedules intake/orientation sessions.
- Schedules customer appointments with doctors, psychologists, etc.
- Provides follow up with customers and vendors as directed by counselors or supervisors and enters information into case service management system.
- Maintains confidentiality of sensitive case file information.

Duty 4: Other duties as assigned and various duties assigned by Site Manager or District Manager (Site Specific).

- Assists with technology troubleshooting.
- Assists advanced worker in providing support to customers with specialty needs or accommodations.
- Performs other duties as directed by MRS leadership.

Types of decisions made independently and whom or what those decisions affect: Ordering routine office supplies, stamps, office brochures, and scheduling routine maintenance of office equipment.

Scheduling customer intake appointment with counselor.

Types of decisions that require the supervisor's review: Ordering non-routine office supplies.

Review of content information related to presentations to community partners.

Physical effort used to perform this job and environmental conditions of this position: Light lifting of boxes containing office supplies and other material.

Occasional bending to do office, counselor, or closed case filing.

Mobility to retrieve mail, files from customer offices and direct customers to various locations in the office.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: Performs a variety of clerical duties that includes but not limited to data entry, type and compose routine correspondence, check for correct grammar, spelling, scanning/attaching documents, and letter format. Assist with MSG/CA documentation as needed.

Operates standard office equipment such as calculators, copier, computer with appropriate software usage and right fax and TDD.

Assists with phone coverage activities and receptionist responsibilities.

Support is also provided for customer and vendor activity in person or via the telephone.

The function of the position's work area and how it fits into that function: To provide services for the vocational rehabilitation of persons with disabilities, including assessment/eligibility/plan development/employment.

All services, direct and indirect to customers for above functions must be accountable for State and Federal review.

This position provides clerical support in a Site/District office environment.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

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 office practices, procedures, computer software programs.

Knowledge of the organization and composition of business letters, minutes, reports, charts, and spreadsheets.

Knowledge of the techniques of receiving callers, making appointments, giving information, and explaining instructions and guidelines.

Ability to communicate effectively in giving out information and in referring and directing callers and visitors.

CERTIFICATES, LICENSES, REGISTRATIONS:

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