

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

<b>Position Code</b> 1. GNOFASTE
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## 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> MICHIGAN VETERAN HOMES
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> DMVA
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b> MICHIGAN VETERAN HOMES AT CHESTERFIELD TWP
<b>5. Working Title (What the agency calls the position)</b> Receptionist	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> ; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 47901 SUGARBUSH RD. CHESTERFIELD TWP. MI / M-F 9am-5:30pm
<b>14. General Summary of Function/Purpose of Position</b> The position serves as the receptionist for the facility, performing a wide variety of office support assignments and clerical tasks. Identifies member and Home's protected and sensitive medical information (HIPPA). Processes documents and records, retrieves, and distributes data or information which is an essential part of the work. Operates the main telephone switchboard and is responsible for greeting the public.	

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: 60**

Serves as the Home's receptionist/concierge

**Individual tasks related to the duty:**

- Screening and routing all calls.
- Greets visitors and assures sign in/screening process is followed.
- Serve as a directory for guest and vendors
- Takes messages.
- Accept and manage in-coming and out-going mail
- Assist members with making salon/barbershop appointments as needed
- Maintain the community center appearance
- Assist with coordinating the use of Comm. Center Multi-purpose room
- Be able to identify and use discretion with patient/member and Home sensitive information

**Duty 2**

**General Summary:**

**Percentage: 30**

Serve as the Home's office assistant

**Individual tasks related to the duty:**

- Assist with printing of Employee and member badges
- Complete request for computer access for new and expanded requests from Administrator
- Composes and types correspondence as assigned by Administrator
- Utilizes a personal computer (MS Office software, Excel, Power Point, etc.) to complete word processing assignments.
- Fulfills medical records requests.
- Complies requisition for office supply order
- Maintains medical records room.
- Maintains Xerox machines functioning, supplies, and repair.
- Maintains facility faxes and distributes to appropriate personnel mailboxes
- Operates office machines such as FAX machines, copiers, transcriber, calculator, typewriter.
- Maintains confidentiality of documents and information received.

**Duty 3**

**General Summary:**

**Percentage: 10**

Other general duties.

**Individual tasks related to the duty:**

- Other duties as assigned

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

- Prioritizing work load.
- Screening and routing of telephone calls.

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

Any and all purchases will be documented for Supervisors review and approval.

Any IT request (computer login, email, etc.) will need Administrator approval.

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.

- Computer terminal usage (4-5 hours per day).
- Long periods of sitting (5-6 hours per day).
- Exposure to illness from walk-in staff, visitors, or members (minimal).

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?

Management Developed PD

23. What are the essential functions of this position?

The position serves as the receptionist for the facility, performing a wide variety of office support assignments and clerical tasks. Identifies member and Home's protected and sensitive medical information (HIPPA). Processes documents and records, retrieves, and distributes data or information which is an essential part of the work. Operates the main telephone switchboard and is responsible for greeting the public.

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

New Position

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

The function of the clerical pool is to provide administrative support to the various departments of the agency, by responding to the immediate and ongoing clerical needs of the entire facility.

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 such as filing, preparing correspondence, and operating standard office equipment. Knowledge of MS Office software. Ability to accurately type 25 words per minute and communicate effectively.

**CERTIFICATES, LICENSES, REGISTRATIONS:**  
N/A

*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