

## 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> MDHHS-DPT OF HUMAN SVC CNTL OF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Business Service Center 4
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b>
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant 5-E7	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> DIOP, JENNIFER N; SERVICES PROGRAM MGR-2	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> COSSEL, CARRIE A; SERVICES PROGRAM MGR-4	<b>13. Work Location (City and Address)/Hours of Work</b> / 8-5
<b>14. General Summary of Function/Purpose of Position</b> This position is responsible to perform a variety of administrative support assignments that include reception, application registration and assignment, scanning, distribution of mail, returning of telephone calls, oversee state car fleet, LEIN/TAC coordination and operation, maintaining data on spreadsheets, performing fiscal-related functions, performing recordkeeping functions, and ordering and maintaining office supplies.	

**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: 30**

Administrative duties to support the local office.

**Individual tasks related to the duty:**

- Attend trainings as required to learn new systems, methods, and procedures.
- Assist in data collection, reports, filing, data entry, and other projects.
- Type cards, labels, folders and correspondence as needed.
- Process Incoming and outgoing mail.
- Maintain the administrative Hearings Requests.
- Assist in processing customer drug screening by monitoring the collection envelop and sending it out to the lab when required.
- Maintain calendar and scheduling for direct supervision.
- Other duties as assigned

**Duty 2**

**General Summary:** **Percentage: 20**

Performs receptionist duties at the reception desk by greeting customers, receiving applications/information and directing customers to appropriate places if needed. May also respond to incoming telephone inquiries.

**Individual tasks related to the duty:**

- Greet customers face to face to determine need of visit.
- Notify worker for appointments when appropriate. May also schedule appointments as deemed necessary.
- File clear client information on MiAIMS and Bridges in order to properly route client telephone calls, written correspondence and other inquiries.
- Screen application/documents for completeness and date stamp incoming correspondence. Assist customers with completing minimal required information needed for registration or processing.
- May maintain a tracking log for items received.
- Seek appropriate assistance for customers with the Kiosk as deemed necessary.
- Provide excellent customer service in person and via the information telephone line to both external and internal customers.
- Scan and index documents into various electronic case files.

**Duty 3**

**General Summary:** **Percentage: 20**

Perform fiscal responsibilities as assigned.

**Individual tasks related to the duty:**

- Serves as Liaison to Accounting Service Center and Payments Processing Unit. The local office designee receives payment requests from workers or vendors and prepares the payment documents. The Liaison then submits the documents to the ASC or the PPU for payment processing. The LOD can then check MAIN system to determine if the vendor has received payment and/or follow up on requested payments.
- Review/prepare documents for submitted vendor payments and direct appropriately.
- Issue bus tickets, gift cards, gas cards etc. to approved customers. Ensure required documentation is provided.
- Track and Reconcile all payments submitted to the local office.
- Generate local office fiscal reports as required per policy.

**Duty 4**

**General Summary:** **Percentage: 10**

Maintain State Car Fleet

**Individual tasks related to the duty:**

- Report mileage to DTMB Vehicle & Travel Services
- Track mileage and maintenance.
- Assign state vehicles.
- Ensure annual registration

**Duty 5**

**General Summary:** **Percentage: 10**

**Perform LEIN/TAC Coordination and Operation Functions**

**Individual tasks related to the duty:**

- Successfully participate and complete LEIN/TAC Coordination and Operation training.
- Follow all rules and regulations pertaining to LEIN/TAC activities.
- Perform LEIN clearances on clients at the request of authorized staff.
- Maintain security and confidentiality functions surrounding the collection and dissemination of LEIN information.

**Duty 6**

**General Summary:**

**Percentage: 10**

Perform Record Management responsibilities to maintain miscellaneous filing system.

**Individual tasks related to the duty:**

- Maintain, file clear and tag all files using appropriate filing record retention schedules.
- Purge cases as directed when retention period expires.
- File loose filing, obsolete packets, and closed case files.
- Request/Send case records as directed.

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

Must be able to review incoming data and make decision about where to forward data and potential concerns.

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

Areas of the work where guidelines or instructions are not available or unclear will require supervisory review. Payment documents and work assignments that affect multiple units.

**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.**

General office work environment. Use of a Computer, Scanner, Multi-function and multi-line phone system. It will require some filing, lifting, sitting for longer periods of time, bending, stooping, and walking.

**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):**

- |   |  |
|---|--|
| <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.      |

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

Yes

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

This position is responsible to perform a variety of administrative support assignments that may include reception, application registration, Scanning and Index system, and distribution of mail.

**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 Business Service Center 4 oversees all financial assistance programs statewide. This position is responsible for providing administrative support to customers, management and staff.

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:**

As listed on Civil Service job specification. In addition:

- Possess strong customer service skills.
- Ability to take initiative and determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to work with common office software (Microsoft Office) and equipment.
- Ability to learn and achieve proficiency in multiple DHHS specific databases and software applications.

*The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.*

**CERTIFICATES, LICENSES, REGISTRATIONS:**

No specific licensing, certifications, or registrations. This position is a LEIN operator and has a subclass code: LEIN/TAC requiring fingerprint background check, pass the LEIN certification test and be certified within 6 months of employment, and retest/recertify every 2 years.

**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.***

CANDACE EWING

2/20/2026

\_\_\_\_\_  
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.***

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Employee

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Date