State of Michigan
Civil Service Commission

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

Position Code
1. OFFCSPV1D07N

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.

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** MDHHS-MUSKEGON COUNTY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)**
4. Civil Service Position Code Description Office Supervisor-1	**10. Division**
5. Working Title (What the agency calls the position) Office Supervisor	**11. Section**
6. Name and Position Code Description of Direct Supervisor ; FAMILY INDEPENDENCE MGR-4	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor ; SOCIAL SERVICES DIVISION ADMIN	**13. Work Location (City and Address)/Hours of Work** 2700 Baker St., Muskegon, MI / 8 -5 M-F

14. General Summary of Function/Purpose of Position

Employees in this job supervise a variety of administrative support tasks for a work area, such as processing of documents, purchasing activities, filing, production, typing, communication and public relations practices, data coding, data processing, medical claims processing, and processing of driver and vehicle records. The employee works within general methods and guidelines, and exercises discretion in supervising the work of subordinate employees. The Office Supervisor serves as a first line supervisor with responsibility for directing administrative support employees in a standard work area. While this is a supervisory role, the employee will have first line worker responsibilities.

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:** **50**

Provide direct supervision of Administrative Support Staff.

Individual tasks related to the duty:

- Monitors time and attendance, approves requests for annual and sick leave; ensures adequate coverage for the unit.
- Completes new worker performance evaluations and annual performance evaluations for non-probationary employees.
- Coordinates activities by scheduling work assignments.
- Assists with administrative support functions when staff is absent.
- Selects and assigns staff, ensuring equal opportunity in hiring and promotion.
- Conducts staff meetings.
- Initiates and recommends disciplinary action and dismissals.

Duty 2

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

Functions as the designated back-up Human Resources on-site contact to facilitate hiring activities.

Individual tasks related to the duty:

- Back-Up to Initiate HR transactions requests (i.e. fill, establish, reclassify a position, working out of class etc.) by submitting the NEOGOV requisition.
- Back-Up to Post the internal bidding form for UAW initial vacancies. Email completed form to BSCL.
- Back-Up for scheduling candidate interviews at the work site for the managers.
- Back-Up to Collect from the interviewees a copy of their social security card and driver's license to send to Central HR.
- Back-Up to Hand out drug test form for new hires and contact HR with information about its issuance.
- Back - Up to Perform e-verify check of candidate.
- Back-Up to Notify BSC Liaison to recall seasonal employees, and to request employee separation.
- Back - Up to Notify BSCL when moving employees to under different supervisors.

Duty 3

General Summary: **Percentage:** **40**

Coordinates current/existing administrative support functions for the local county office.

Individual tasks related to the duty:

- Serves as location liaison for facilities maintenance issues and concerns.
- Contacts landlord and maintenance representatives as necessary to resolve utility issues, security issues, and other housekeeping issues.
- Monitors equipment and supply quantities; initiates requisitions as necessary to ensure timely delivery and maintenance of equipment, tools, materials, and supplies.
- Serves as work location liaison for forms maintenance.
- Serves as work location coordinator for records maintenance, storage transfers, retrieval, and destruction.
- Coordinates telecommunication services and equipment hook-ups, activation, phone number, and equipment tracking.
- Coordinates schedules, meeting set-ups, meeting room reservations, meeting agenda preparation, and distribution.
- Maintains state car fleet.

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

- Create & coordinate staff in-day schedule.
- Independent judgment is used based on written policy interpretation, experience, and knowledge of practices and procedures. Decides unit/staff work priorities in consultation with county director.

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

- Training and leave requests.
- Staff performance evaluations.
- Unit and individual work schedules.
- Progressive discipline.
- Decisions that may impact on overall local office operations or when guidelines are unclear.

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.

Requires the physical effort of sitting for long periods of time, standing, bending, and lifting heavy equipment or boxes occasionally.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E 6
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7
	GENERAL OFFICE ASSISTANT-E E7		GENERAL OFFICE ASSISTANT-E E7

Additional Subordinates

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

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

Prepared by management.

23. What are the essential functions of this position?

This position supervises a variety of administrative support tasks.

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

New position establishment.

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

The work unit provides all administrative support to the local office operations. This position provides first-line supervision for the administrative support 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:

Office Supervisor 9 - 10
Four years of office experience involving administrative support office practices, including two years equivalent to an E7-level administrative support worker.

Office Supervisor 11 - 12
Seven years of office experience involving administrative support office practices, including three years equivalent to a first-line administrative support supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Please refer to the Civil Service Job Specification

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:

Please refer to the Civil Service Job Specification

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**