

State of Michigan
Civil Service Commission

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

Position Code

1. GNOFASTEM19R

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 DEPARTMENT OF STATE |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) Bureau of Customer Service |
| 4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E | 10. Division Office of Business and Internal Services |
| 5. Working Title (What the agency calls the position) General Office Assistant 5 - E7 | 11. Section Record Sales Section |
| 6. Name and Position Code Description of Direct Supervisor ROMAN, BRITTANY R; OFFICE SUPERVISOR-2 | 12. Unit Uniform Commercial Code |
| 7. Name and Position Code Description of Second Level Supervisor WOOD, LENA L; DEPARTMENTAL MANAGER-1 | 13. Work Location (City and Address)/Hours of Work 7064 Crowner Dr., Lansing, MI (Dimondale / Eaton County) / 8:00 a.m. to 5:00 p.m. |

14. General Summary of Function/Purpose of Position

This position is responsible for performing tasks within the Uniform Commercial Code Unit, including preparing incoming work for electronic filing, data entry, and general office duties. Direct customer service skills are used in processing over-the-counter transactions and responding to telephone inquiries. This employee will also be cross-trained and will perform General Office Assistant duties for the Customer Services Administration, to provide backup assistance during times of heavy business volume or to cover employee absences. These areas may include IRP (International Registration Plan), RSU (Record Sales Unit), and ISS (Internal Services Section).

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**

Data entry, typing, and keyboard activities

Individual tasks related to the duty:

- Performs typing duties as required.
- Checks incoming documents for tax ID numbers, name, address, and legible collateral description. Determines and identifies documents that do not meet code requirements.
- Verifies accuracy of fees remitted.
- Proofreads and edits completed data entry work for completeness and content.
- Composes and prepares correspondence for rejection of UCC documents.

Duty 2

General Summary: **Percentage: 15**

Mail processing.

Individual tasks related to the duty:

- Processes incoming mail, sorting documents received and preparing batches of work for scanning and later image retrieval.
- Assembles and distributes correspondence for outgoing mail.

Duty 3

General Summary: **Percentage: 15**

Document set-up.

Individual tasks related to the duty:

- Labels each incoming document to be filed for later identification, scanning, and image retrieval.
- Scans each labeled document for electronic filing and later image retrieval. -Codes each document being scanned depending on the type of filing required.

Duty 4

General Summary: **Percentage: 20**

Back-up or relief services for other work units.

Individual tasks related to the duty:

- Assist in IRP Unit during quarterly renewal periods registering apportioned vehicles. Duties include reviewing and processing applications and supporting documents, entering data into a PC based computer system. Public contact via phone, faxes, and in person, with customers and other governmental agencies is required. Issue invoices, cab cards, plates, and temporary authorities.
- Assist with work in other Customer Services Administration work areas such as IRP, RSU, ISS, and other areas as assigned, to enhance staffing during high volume business periods or temporary staffing shortages. Work may involve data entry, clerical tasks, customer service, and a variety of other office duties related to Department record keeping and document processing.

Duty 5

General Summary: **Percentage: 15**

Customer Service.

Individual tasks related to the duty:

- Direct over-the-counter customer service, reviewing incoming filings and answering customer inquiries.
- Answering incoming phone calls from customers with inquiries, procedural difficulties, or UCC web application problems and concerns. Screens calls and, as necessary, refers callers to appropriate person in the office or Department.

Duty 6

General Summary: **Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Operating and maintaining standard office equipment such as copy/print/fax machine, labeler, and scanner.
- Using quality control methods for trouble shooting and correcting system problems or glitches. -Makes correction to documents using the related software.

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

Reviewing UCC documents to insure that all requirements have been met before filing.

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

Decisions regarding unusual, complicated, or possible bogus filings.

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 environment. Some repetitive physical movement requirements due to the type of equipment used in processing documents. Occasional lifting of storage boxes containing department records.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

Yes

23. What are the essential functions of this position?

Processing UCC documents and providing customer service to UCC filers in person, over the telephone, and web application users. Serve as a back-up for other work areas in the Customer Service Administration, primarily the IRP Unit.

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

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

UCC functions as a central office for filing secured transactions such as financing statements, state and federal tax liens from lending institutions and governmental agencies throughout the state. This position performs all tasks related to this mission, including both the filing and search functions of submitted documents.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Educational level 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:

Must have good communication skills and the ability to understand the computer system and the U.C.C. Code. Must be able to work independently without direct supervision, and be able to handle the stress created by deadlines and backlogs. Important to be able to work well with a group.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees appointed to this classification after January 20, 2009 must be United States citizens and pass a thorough background investigation. The background check requires the candidate to submit fingerprints for state and federal criminal background record checks in order to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

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.

None

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