

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. GNOFASTE

**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> LEO-LABOR AND ECON OPPORTUNITY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Employment Relations (BER)
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b> Employment Relations Commission (MERC)
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> MCBRIDE, SIDNEY; SENIOR MANAGEMENT EXECUTIVE	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> EGAN, SEAN M; SENIOR DEPUTY DIRECTOR	<b>13. Work Location (City and Address)/Hours of Work</b> Cadillac Place / 3026 W. Grand Blvd, Ste 2-750, Detroit, MI 48202 / Monday – Friday 8:00am - 5:00pm / Hybrid Schedule

**14. General Summary of Function/Purpose of Position**

This position provides general office assistance to agency staff; to include composing routine documents, reports and agency correspondence, as well as receiving incoming calls, emails and text messages. Position also receives and routes external and internal agency inquiries to appropriate agency staff. Position initiates and processes initial steps for newly filed cases and updates to existing cases, including tasks such as data entry, mail processing, and documentation scanning.

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: 45**

Answer incoming inquiries to the agency and re-route, as necessary. Responsible for mail distribution

**Individual tasks related to the duty:**

- Receive and answer or re-route incoming inquiries, calls, emails and electronic communication.
- Handle level one responses to public/parties on case related inquiries on new and existing cases.
- Provide level 1 guidance to potential parties on how to file a case with the agency.
- Retrieve, open and route mail to appropriate agency staff, or outside agency.
- Maintain accurate information in the agency's case files.

**Duty 2**

**General Summary:**

**Percentage: 40**

Routine data entry functions on case filings into the agency's case management system, and other databases. Routine filing and storage of case filings into the agency's hard copy files.

**Individual tasks related to the duty:**

- Data entry of cases filings into MERC e-File and/ or agency database.
- Follow-up with filing parties on missing or conflicting information regarding submitted case filings.
- Distribution of case notices and other documents to case parties on existing cases.
- Maintain accurate information in the agency's databases and electronic case files.

**Duty 3**

**General Summary:**

**Percentage: 10**

Perform other tasks related to the day-to-day operations of Michigan Employment Relations Commission (MERC).

**Individual tasks related to the duty:**

- Compose correspondence and reports based on agency provided instructions and guidelines.
- Regularly generate and distribute various reports.
- Keep track of office supply needs and timely report.

**Duty 4**

**General Summary:**

**Percentage: 5**

Other duties as assigned

**Individual tasks related to the duty:**

- Assist other staff with basic clerical needs.
- Perform other office duties, as assigned

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

- Preliminary responses to public on basic inquiries
- Re-route inquiries, mail, emails etc. to appropriate agency staff or outside agency

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

- Complex or first impression issues.
- Complex or escalated inquiries.
- New and Priority tasks.

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.

- Significant time on telephone and computer.
- Extended sitting and bending.
- Retrieving mail, stored supplies, and restocking copier and supply shelves.
- Active use of Computer and other equipment utilizing hands, fingers and eyes.

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?

Provide administrative support duties to the agency through system entry of new case filings, handling incoming inquiries (e.g., calls, emails and text messages), processing mail, creating/generating documents and reports, as well as filing, scanning and indexing of documents.

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 Michigan Employment Relations Commission is responsible for administering the state's laws that govern Union and Management relationships in most public and private workplaces throughout Michigan (except for State and Federal workers).

We offer various processes to fulfil these responsibilities through—Unfair Labor Practices, Elections to select a Union, Mediation of Labor Contract Disputes and Arbitration processes. This position serves as the initial contact for outside workers, employers and unions to inquire and submit the necessary filings to resolve any covered workplace dispute.

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.
- Knowledge of filing and general record keeping.
- Ability to use Microsoft Office Suite and other computer programs
- Ability to learn new software and office related processes.
- Time management and multi-tasking assignments.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to make decisions and take appropriate actions.
- Ability to communicate effectively.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

**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.***

CLAY BOAK

8/6/2025

\_\_\_\_\_  
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