State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTES75R

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** DOC-CORRECTN CENTRAL OFFICE
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Bureau of Health Care Services
4. Civil Service Position Code Description General Office Assistant-E	**10. Division** Mental Health Services
5. Working Title (What the agency calls the position) General Office Assistant	**11. Section** Sexual Offender Services (SOS)
6. Name and Position Code Description of Direct Supervisor KISSINGER, JAMES J; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** Michigan Sexual Offender Program
7. Name and Position Code Description of Second Level Supervisor KISSINGER, JAMES J; STATE DIVISION ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** Central Office -206 E. Michigan Ave, Lansing MI / Monday–Friday, 8:00 am to 4:30 pm

14. General Summary of Function/Purpose of Position

The General Office Assistant (GOA) provides clerical support for an interdisciplinary Mental Health team, meeting their clerical needs. Duties include scheduling meetings, training sessions, appointments for the sexual offender services (SOS) team, preparing and typing basic memos, correspondence and documents, data entry into all computer databases and programs tracking prisoner records and grievances, running, reviewing and updating computer generated reports, record keeping/filing, answering phones, processing mail, ordering supplies, maintaining office equipment, running reports and general office duties.

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**

Establish and maintain an electronic based filing and tracking system of records and maintain the electronic medical record system based on acceptable health record and confidentiality practices. Print and distribute reports and enter data into SOS MSOP databases.

Individual tasks related to the duty:

- Responsible for reviewing correct format and timeliness of submitted Stable 2007 assessments. Upon review informs therapist of approval for final submission.
- Responsible for reviewing correct format and timeliness of submitted SORA assessments. Upon review informs therapist of approval for final submission.
- Responsible for reviewing correct format and timeliness of submitted Static 99R assessments. Upon review informs therapist of approval for final submission.
- Enter data from assessments into SOS databases – Access, OMNI, COMS.
- Maintain and monitor the various OOR reports to keep MSOP group caseload information current.
- Update parole board liaison regarding submitted and overdue reports.
- Assist in preparation of monthly SOS report information by gathering information, totaling and tallying when necessary and typing report.
- Keep meeting minutes for SOS staff.

Duty 2

General Summary: **Percentage:** **25**

Provides clerical support to team utilizing computer, copier, fax, scanner, etc. Schedule trainings for SOS staff. Obtain training location reservations, coordinate staff to attend and provide trainings. Make and provide copies of training materials. Track trainees' completion of specific SOS related training session.

Individual tasks related to the duty:

- Sends, receives and compiles electronic correspondence to stakeholders regarding upcoming training events.
- Distributes appropriate training materials.
- Updates training materials as needed – electronically and in print.
- Create room reservation at training sites across the state.
- Copy and maintain group, training and assessment lists for statistical purposes as necessary.
- Files loose documents in acceptable time frames.
- Organizes research related to sexual offender services operations.
- Keep updated Michigan. Sexual Offender Program protocol. Assist SOS Leadership in providing updates/changes in documentation procedures.

Duty 3

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

Provides clerical support to team members utilizing computer/word processing skills, copier, fax, etc.

Individual tasks related to the duty:

- Answers phones directing calls appropriately, answering questions ensuring caller is helped consistent with Department's policies, procedures and protocols as well as supervisor's viewpoint while maintaining confidentiality.
- Retrieves and distributes mail.
- Prepares and types memos, correspondence, documents, reports, monthly reports and e-mails.
- Checks and/or compares documents, forms, applications, or other materials for accuracy, completeness, grammar, and format.
- Organizes, maintains, and/or purges files, documents, and/or logs.
- Request equipment service (printer, computers, phones, copier) when malfunctioning and request equipment supplies (toner).
- Order supplies and treatment materials for office and therapy needs using appropriate ordering method. Check status of orders periodically and verify receipt of orders.
- Receive prisoner grievances via mail/in person; log grievance on spreadsheet; forward to appropriate person for response; receive response back; finalize grievance on log; copy and distribute to Recipient Rights, Grievance Coordinator and file. If response not received timely, check status to continue moving through process.
- Other related clerical duties as required, i.e., copies, filing, typing, faxing, scanning.
- Request LEINS, passwords, user ID's and equipment for new employees.
- Maintain records of employee's training.
- Performs timekeeping duties for the team.

Duty 4

General Summary: **Percentage:** **5**

Responds to other requests and duties as assigned.

Individual tasks related to the duty:

- Completes annual required MDOC and MHS training.
- Performs other duties as assigned that are consistent with normal duties of this classification.
- Completes additional job specific training as required.
- Completes SIGMA payroll information for self, timely.
- Follows all policies, procedures, protocols and guidelines.
- Maintains drug and alcohol free condition at work as required by policy and provides necessary test samples when required.
- Complies with lawful request from custody authority during mobilizations or other emergencies.
- Performs other related duties as requested by MHS Director/Assistant Director, policy, procedure or Civil Service job spec..

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

The employee performs a full range of office support assignments and uses judgment in making decisions where alternatives are determined by established policies, procedures and protocols. This position deals with a great amount of confidentiality and requires knowledge of laws and policies relating to such.

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

Decisions regarding confidential information as well as the administrative supervisory requirements of leaves, assignments to special projects and deviation from established procedures. Decisions regarding personnel issues or specific confidential information. At times, the priority of the workload will be determined by the Sexual Offender Services Manager.

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 walking across the prison yard and climbing stairs. Physical activity includes considerable sitting, typing, use of computer, standing, walking, reaching, carrying, minimal bending. Hazards include working in a prison with convicted felons who are mentally ill, having an office in a cell block which may be a converted cell, general noise of prison unit, heating, and cooling issues. Contact with prisoners occurs, resulting in the potential for physical harm and possible exposure to communicable diseases.

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?

Yes.

23. What are the essential functions of this position?

The General Office Assistant (GOA) provides clerical support for an interdisciplinary Mental Health team, meeting their clerical needs. Duties include scheduling meetings, training sessions, appointments for the sexual offender services (SOS) team, preparing and typing basic memos, correspondence and documents, data entry into all computer databases and programs tracking prisoner records and grievances, running, reviewing and updating computer generated reports, record keeping/filing, answering phones, processing mail, ordering supplies, maintaining office equipment, running reports and general office duties.

Provides a full range of office support assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

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

New establishment.

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

The work area provides mental health services to prisoners experiencing mental illness or mental disability. The position supplies support to staff who are delivering the mental health/disability treatment and services.

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, filing, record keeping, basic math, correct English usage and grammar. Ability to select and compile data for correspondence and reports. Ability to maintain supplies and equipment for work area. Ability to follow, apply, interpret and explain instructions and/or guidelines. Ability to determine work priorities. Ability to make decisions and take appropriate actions, meet schedules and deadlines and communicate effectively. Ability to type and operate standard office equipment.

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.

PAUL DEAN — **Appointing Authority**

8/20/2021 — **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**