

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. GNOFASTES07R

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-EGELER FACILITY
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 Southern
5. Working Title (What the agency calls the position) Health Care Centralized Scheduler (GOA)	11. Section Duane Waters Hospital
6. Name and Position Code Description of Direct Supervisor PAQUETTE, LISA L; MEDICAL RECORD EXAM SPV-2	12. Unit Patient Services Department
7. Name and Position Code Description of Second Level Supervisor Anderson, Johanna; STATE ADMINISTRATIVE MANAGER	13. Work Location (City and Address)/Hours of Work 3857 Cooper Street, Jackson, MI 49201 / Monday - Friday 8:00 - 4:30 80 Bi-weekly

14. General Summary of Function/Purpose of Position

Performs a full range of clerical duties for the Patient Services Department. Performs duties pertinent to appointment scheduling as assigned. Responsible for scheduling approved appointments and creating details. Responsible for entering scheduled appointments into EHR and Databases as assigned by Supervisor. This position is located behind the walls of a maximum-security prison and the position has potential for contact with prisoners 100% of the time.

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: 80

Assists with processing, completion and filing of paperwork for preparing individual appointments as assigned.

Individual tasks related to the duty:

- Files the copy of the Request.
- Obtains the appropriate paperwork for the weekly appointments.
- Prepares and proofreads the details for the offsite appointments.
- Prepares the necessary details and paperwork for appointments at the Jackson area facilities.
- Inputs Jackson area facilities' appointments in the MDOC-Jackson Transportation's E-calendar.
- Inputs appointment information in the Jackson Facilities Offsite Database and EHR.
- Notifies the necessary offsite coordinators of appointments, required preparation and needed information.
- Schedules clinics for Statewide facilities.
- Notifies Statewide facilities of the scheduled clinic appointments, required preparation and needed information.
- Compiles and organizes paperwork for schedules clinics verifying the authorization number.
- Utilizes computer to obtain information from the OMNI system.
- Uses office equipment, such as word processors, printers, photocopiers, fax machines, computer programs and telephones.

Duty 2

General Summary:

Percentage: 20

Performs clerical and secretarial functions as requested. Cross trained to back-up lateral Patient Services functions. Performs related duties as assigned by supervisor

Individual tasks related to the duty:

- Provides clerical and secretarial support.
- Prepares and proofreads details for emergency call outs as needed.
- Triage incoming calls and requests appropriately within MDOC.
- Reception skill for Front Desk when required.
- Provides clerical back-up support as needed.
- Additional varied tasks as assigned by supervisor related to operational needs.
- Uses office equipment, such as Word processors, printers, photocopiers, fax machines and telephones.
- Files as needed

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

Prioritizes scheduling, urgent requests, callouts, admits/discharges, within Patient Services department to maximize efficiency of available resources. Triage's incoming calls/requests appropriately within MDOC.

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

The administrative supervisory review is required for leave requests, monthly stats, and assignments for committee and/or meetings, special projects or deviation from established procedures and/or routine.

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.

Repetitive body mechanics, predominately in upper extremities related to frequent use of computer and other inner office equipment. Infrequent lifting of less than 20 pounds and walking of short distances within office/building. Hazards includes working in a high security prison with convicted felons, some prisoners may demonstrate assaultive behavior, general noise, abusive behavior.

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):

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

To ensure proper movement of prisoners in relation to admissions, discharges and scheduled appointments. High emphasis on customer service and professional interpersonal communication skills required for considerable interactions with peers, customers and other health care professionals. Includes potential for front desk receptionist coverage at DWHC. Also incorporates an understanding of and capability to function in lateral operations within the Patient Services Department.

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

Reclassify WPA to GOA.

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

Completes necessary paperwork required for prisoner movement and maintains up to date schedules as assigned. These tasks are an essential function to efficient prisoner care and movement

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:

Medical terminology and competent computer use required. Competency in programs – Access, Word, Excel, Outlook, and Power Point.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None required.

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.

AA requesting to reclassify the Word Processing Assistant E7 (Vacant) at Duane Waters Hospital to a General Office Assistant E7 in accordance with BHCS FY20 Spending Plan Change #36140. It has been determined that the General Office Assistant is a more appropriate classification.

I certify that the entries on these pages are accurate and complete.

Appointing Authority

11/19/2019

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