State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTES43R

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-E	**11. Section** Substance Use Treatment Services (SUTS)
6. Name and Position Code Description of Direct Supervisor BOYD, ELIZABETH G; STATE ADMINISTRATIVE MANAGER-1	**12. Unit** Substance Use Treatment Services
7. Name and Position Code Description of Second Level Supervisor BOYD, ELIZABETH G; STATE DIVISION ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** 206 E. Michigan LANSING, MI 48909 / M-F / 8AM - 4:30PM

14. General Summary of Function/Purpose of Position

The General Office Assistant (GOA) provides clerical support for the Medications for Addiction (MAT) Program by meeting their admin support needs. Duties include typing memos, reports, letters, data entry and, retrieving information and files, both electronic and hard copy. This position will be part of team meetings and other meetings as required. This position is responsible for general office duties, assistance in completing paperwork and report, processing mail, answering phones, and record keeping/filing.

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**

Provides organization, scheduling and maintenance for the MAT Program. Utilizes appropriate tools and resources including, computer/word processing skills, copiers, fax machines, scanners, etc. Maintain a filing system and tracking system of records and maintain the electronic medical record system based on acceptable health record and confidentiality practices.

Individual tasks related to the duty:

- Distributes agendas and handouts for staff meetings.
- Assists manager in scheduling meetings with multiple facilities and departments.
- Enters information into databases and spreadsheets.
- Maintains records for the MAT program.
- Monitors electronic mailbox and responds appropriately.

Duty 2

General Summary: **Percentage: 40**

General office duties to support the MAT program team.

Individual tasks related to the duty:

- Gathers and collates information.
- Makes copies, scans documents, prepares and sends faxes.
- Opens, sorts, scans, and distributes incoming mail.
- Answers incoming telephone calls, takes messages, refers phone calls to appropriate staff.
- Knows and abides by the confidentiality policy of the Department.
- Calls for service on equipment (i.e., printer, computer, phones, copier, fax) when malfunctioning or for general maintenance.
- Orders supplies and treatment materials for office and program needs.
- Ensures orders are received and troubleshoots when necessary to locate missing/incomplete orders.
- Completes other general office duties as assigned.
- Files loose documents in acceptable time frames.
- Keep updated Medications for Addiction Treatment manuals, policy directives and operating procedures.
- Assist Substance Use Treatment Services Manager in notifying case managers of updates/changes in documentation procedures.

Duty 3

General Summary: **Percentage: 10**

Other duties as assigned.

Individual tasks related to the duty:

- Completes required MDOC and MHS annual training.
- Completes additional job specific training as required.
- Performs other related duties as requested by MHS Director or Substance Use Treatment Services Manager, procedure or Civil Service job description.
- Serves on committees as assigned, appointed, or elected.
- Maintains drug and alcohol free condition at work as required by policy and provides necessary test samples when required.
- Follows all policies, procedures, protocols, and guidelines.
- Maintains acceptable time and attendance.

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

The person in this position functions very independently, referring emergency and information calls to appropriate staff. The position deals with a great amount of confidentiality and requires extensive knowledge of the laws, policies, protocols, and procedures 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 Substance Use Treatment Services Manager or Mental Health Services Director.

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.

Physical activities include considerable sitting; some standing, walking, reaching, lifting, carrying; minimal bending.

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 the Medications for Addiction (MAT) Program by meeting their clerical needs. Duties include typing memos, reports, letters, data entry and, retrieving information and files, both electronic and hard copy. This position will be part of team meetings and other meetings as required. This position is responsible for general office duties, assistance in completing paperwork and report, processing mail, answering phones, and record keeping/filing.

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?

Medications for Addiction Treatment provides evidenced-based FDA approved treatment to individuals with an opioid use disorder. This position provides office support and aids in communication between team members.

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.

PREFER: 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 3/2/2021

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**