

1. Position Code

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Labor and Economic Opportunity
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan Rehabilitation Services
4. Civil Service Classification of Position SECRETARY E 7-8	10. Division West Central Northern
5. Working Title of Position (What the agency titles the position) Rehabilitation Assistant	11. Section Marquette
6. Name and Classification of Direct Supervisor TASHA WEBER, VOCATIONAL REHABILITATION MANAGER 14	12. Unit Marquette
7. Name and Classification of Next Higher Level Supervisor STEVE PELLI, VOCATIONAL REHABILITATION MANAGER 15	13. Work Location (City and Address)/Hours of Work 1498 O'DOVERO DRIVE, SUITE A, MARQUETTE, MI 49855 / 8:00 A.M. - 5:00 P.M., MON - FRI

14. General Summary of Function/Purpose of Position
Perform duties to support the site manager and professional staff of Michigan Rehabilitation Services (MRS) to achieve successful outcomes for customers, as well as support for customers and vendors. Coordinate and draft authorizations for payments. Schedule and coordinate meetings and appointments for professional staff, customers, and vendors. Collect and verify medical documentations from doctors, and/or other agencies for professional staff and follow up as needed. Entry of information, track, monitor, prepare reports and letters i.e. Activity Due, Annual Report from Accessible Web Activity and Reporting Environment (AWARE), SIGMA and other State of Michigan software. Interpret policies and procedures to serve customers efficiently, maintain confidential documents and information. Regularly assist site manager on a daily and as needed basis. Act as backup to RA9 to order office supplies for multiple satellite offices as well as the Marquette office. Act as backup to RA9 as vehicle liaison regarding maintaining state vehicle records, mileage logs, ordering, and assuring vehicles are properly maintained. Provide the site manager with budget, activity due, and AWARE reports as needed. Follow up with staff on activity due, outstanding authorizations, and case management reports as directed by the site manager. Provide district wide support when needed as back up to the district RA9. This position operates standard office equipment such as calculators, copier, scanners, computer with appropriate software usage, scanners.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time 70%**

Provides support to the site manager and professional staff of Michigan Rehabilitation Services

Individual tasks related to the duty.

- Coordinate the drafting, issuing, payment and tracking of authorizations for service from AWARE.
- Interpret policies and procedures in providing information and referral to customers.
- Describe criteria and procedures for customers to determine their eligibility for MRS services.
- Contact customers, agencies, or doctors to obtain customers' medical records for eligibility.
- Collect, summarize and organize medical diagnostics/documents of customers for professional staff to determine eligibility for services.
- Process letters, etc. from database (AWARE) to customers and vendors.
- Assist in developing materials for customers, vendors, etc. in describing MRS services.
- Maintain confidentiality of documents and information.
- Prepare annual review letters and tracks customer responses.
- Assist vendors with SIGMA.
- Enter, track, monitor, and process data out of the AWARE system and produce reports for professional staff.
- Receive and screen visitors and telephone calls, take messages, provide information to callers about MRS services and direct them to other agencies as appropriate.
- Schedule, coordinate, and facilitate intake sessions explaining MRS services and eligibility criteria to customers.
- Search for vendors to provide necessary goods and services for customers.
- Provide follow-up with customers and vendors after reviewing application for accuracy and identify potential errors prior to giving package to professional staff and enter information into AWARE as a case note.
- Sort, open, and distributes incoming mail to staff and associate incoming correspondence with case files or related materials needed for reports and meetings.
- Direct support to the site manager.
- Prepare and process payable invoices for district operating costs
- Perform as backup to the RA9 to monitor and report on state vehicle maintenance and mileage
- Process and organize monthly AWARE reports for the site manager pertaining to activity due, counselor performance goals, authorizations, budgets, and ICTA reporting.
- Provide counselors with progress reports as directed by the site manager.
- Provide AWARE case management reports monthly for the site manager.

Duty 2

General Summary of Duty 2 **% of Time 20**

Various duties assigned by professional staff and management.

Individual tasks related to the duty.

- Maintain confidentiality of sensitive case file information.
- Schedule professional staff appointments.
- Keep informed of office details and notify management of customer issues and complaints.
- Establish and maintain office files, logs and indexes and other information as requested by management.
- Input, retrieve, update or delete information for computer database as directed by management.
- Various duties as assigned by the site and district managers.

Duty 3

General Summary of Duty 3 % of Time 5

Maintenance, monitoring and/or purchasing of office equipment and supplies.

Individual tasks related to the duty.

- Determine needs and follow office procedures to order office supplies, equipment, repairs and maintenance.
- Operate standard office equipment such as computer software packages, calculators, copiers, scanners, facsimile machines, etc.

Duty 4

General Summary of Duty 4 % of Time 5

Various duties as assigned by the site and district managers.

Individual tasks related to the duty.

- Assist as backup to the IT point-of-contact with troubleshooting technology and training new clerical support, counselors and other staff.
- Perform other duties as directed by the site and district managers.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Scheduling appointment for professional staff. Ordering office brochures, and scheduling routine maintenance of office equipment.

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

Reviewing content information related to presentations to community partners.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Light lifting of boxes containing office supplies and other material. Occasional bending/stooping to do case filing and perform technical support and maintain office equipment. Mobility to retrieve mail, files from counselor offices and direct customers to various locations in the office. Occasional prolonged sitting and limited movement during 1-7 hours of travel.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

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

21. I certify that the above answers are my own and are accurate and complete.

_____ Signature

_____ Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

Perform duties to support the professional staff of Michigan Rehabilitation Services (MRS) to achieve successful outcomes for customers, as well as support for customers and vendors. Coordinate and draft authorizations for payments. Schedule and coordinate meetings and appointments for professional staff, customers, and vendors. Collect, summarize and organize medical diagnostics/documents of customers for professional staff and follow up as needed. Enter information, track, monitor, prepare reports and letters i.e. Activity Due, Annual Report from AWARE, MRS, and other databases. Interpret policies and procedures to serve customers efficiently and maintain confidential documents and information. Serve as back up for professional staff and administrative assistant as needed. Assist management on an as needed basis. Operate standard office equipment such as copier, scanner, computer with appropriate software usage, etc.

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

The position has evolved by providing more responsibilities in supporting professional staff, management, customers, vendors, and community partners. It requires an increased knowledge and understanding of disabilities and vocational rehabilitation policies and procedures.

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

The function of the work area is to provide services for the vocational rehabilitation of persons with disabilities, including assessment/eligibility/plan development/employment. This position fits into that function by providing direct support to the professional staff, customers, and vendors of Michigan Rehabilitation Services (MRS). All direct and indirect services to customers must be accountable for State and Federal review. Accountability requirements are processed through secretarial functions.

26. In your opinion, 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:

Secretary 7 - Two years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including one year equivalent to 6 level administrative support experience.

Secretary 8 – Three years of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work, including one year equivalent to experienced level administrative support work or equivalent to a Secretary 7 or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of office practices, procedures, computer software programs. Knowledge of the organization and composition of business letters, minutes, reports, charts, and spreadsheets. Knowledge of the techniques of receiving callers, making appointments, giving information and explaining instructions and guidelines. Ability to communicate effectively in giving out information and in referring and directing callers and visitors.

CERTIFICATES, LICENSES, REGISTRATIONS:

Equivalent combinations of education and experience that provide the required knowledge, skills and abilities will be evaluated on an individual basis.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature

Date