

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

Position Code

1. GNOFASTAB52N

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) Budget and Operations Administration (BOA)
4. Civil Service Position Code Description General Office Assistant-A	10. Division Human Resources
5. Working Title (What the agency calls the position) General Office Assistant	11. Section Personnel
6. Name and Position Code Description of Direct Supervisor SAYLOR, KATLYN K; HUMAN RESOURCES MGR-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor NORTON, ASHLEY L; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grandview Plaza; 206 E Michigan Ave., Lansing, MI 48933 / Monday - Friday / 8:00AM - 5:00PM

14. General Summary of Function/Purpose of Position

This position is the recognized resource and MDOC HR Local Coordinator for Content Manager for HR related matters. This position establishes, modifies, and removes HR documentation records in Content Manager, including files related to personnel matters, medical, discipline, grievances, unemployment, insurances, etc. Assists with questions related to Content Manager for all MDOC HR offices. This position interprets union contracts and CS Rules/Regulations to answer questions, as well as requests litigation holds and processes retirement certificates for all MDOC retirees. This position provides clerical support to the MDOC Central Office Human Resources Office, as well as facility HR offices as needed. This position performs and assists in the daily administrative support activities to assist staff to complete assignments. This position performs and assists with special projects and assignments.

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: 40

Recognized resource and MDOC HR Local Coordinator for Content Manager regarding HR related matters. Establish, modify, and remove HR documentation records in Content Manager, including files related to personnel matters, medical, discipline, grievances, unemployment, insurances, etc. Assist with questions related to Content Manager. Creates records and workflows for HR Analysts for selection processes.

Individual tasks related to the duty:

- Update Content Manager when an employee departs MDOC due to termination, retirement, transfer, etc. If internal MDOC transfer, update process level in Content Manager to transfer employee's entire file.
- Point of contact for all MDOC HR staff for Content Manager questions statewide.
- Attend various training courses and meetings for Content Manager.
- Provide training for MDOC HR staff for all Content Manager topics.
- Create personalized MDOC HR Content Manager instructions to share with all HR staff.
- Submit Content Manager security requests/addendum forms for HR staff.
- Complete file disposal notices.
- Request or confirm litigation holds for Content Manager files from the Records Management Office, the Attorney General's Office, or a department's Office of General Counsel with various information included.
- Check Content Manager folder daily for documents to be filed. Reviews employee information to file accurately in Content Manager based on HR subject.
- Create records and workflows for HR Analysts for selection processes.

Duty 2

General Summary:

Percentage: 30

Oversee MDOC Central Office HR front desk and related functions, providing customer service and assisting with filing, copying, and answering phones for all MDOC and HR staff.

Individual tasks related to the duty:

- Answer general HR questions for MDOC employees, managers, administration, Security Officers, and contractors entering the HR office.
- Review incoming mail daily and provide to appropriate HR staff or handle as needed. Mail out documents requested by HR staff.
- Monitor fax mailbox for all Central Office HR documents. Fax documents requested by HR staff.
- Compile documents for various requests, such as employment verification, FOIA, MIOSHA, and litigation.
- Communicate with MDOC employees or other customers to relay HR information, which requires knowledge of union contracts, Civil Service rules and regulations, MDOC policies and procedures, and audit procedures.
- Provide information that requires obtaining information from various resources/programs, such as SIGMA, HRMN, OMNI, DAS, PATS, UltraTime, NEOGOV, and Content Manager.
- Responsible for faxing, copying, and shredding for large and small projects.

Duty 3

General Summary:

Percentage: 15

Assist Human Resources staff and MDOC employees with a variety of clerical support tasks.

Individual tasks related to the duty:

- Gather employee retirement information for retirement certificate from HR office or manager, including name, date of retirement, home address, and years of service. Request personalized information from manager. Reviews information for accuracy. Send all information to MDOC Director for approval. Generate retirement letters to be printed.
- Assist HRO with numbering discipline packets and preparing discipline packet for Discipline Manager.
- Complete requests from MDOC employees related to CPL/CCW requests. Contact Training for verification of certification. Generate letter based on findings and provide to employee.
- Order ID cards for all current and new employees, as well as contractors through the Michigan ID Card Access Request Process (MICARP).
- Submit MiID requests for MDOC new hires for State of Michigan account.
- Complete I-9 verification for all GVP new hires, review/copy all I-9 documents, and complete I-9 form on paper or through NEOGOV Onboarding.
- Contact and request information from managers regarding employee position information for overtime exceptions. Review HRMN information for employee overtime information. Sends overtime exception form to Civil Service Compensation for review/approval.
- Update supplemental employment information, including expiration date in HRMN.
- Check license/certificate expiration listing bi-weekly. Contact employee and manager for updated license/certification. Reviews information and updates HRMN. Schedules DOT appointments as needed for Equipment Operators needing updated CDL's.

- Assist facility HR offices with entering probationary evaluations for new healthcare staff in NEOGOV Perform. Assist with questions related to employee evaluations. Monitor fax mailbox for any unsatisfactory evaluations and send to the appropriate Regional HR Manager.

Duty 4

General Summary:

Percentage: 10

Assist with various steps in the selection process for MDOC Central Office HR.

Individual tasks related to the duty:

- Gather selection process documents from HR Analyst and attach documents to NEOGOV exam plan.
- Prepare interview packets for all Central Office positions, gathering the interview schedule, interview questions, position descriptions, and applications. Prepare conference room for interview panel.
- Complete background and reference checks for HR Analysts as requested, utilizing various systems/resources (PATs, Internal Affairs, HRMN, and Content Manager) to provide accurate information related to discipline, investigations, performance evaluations, and counseling memos.
- Gather selection process documents from HR Analyst and attach documents to NEOGOV exam plan.
- Provide updates to applicants on current status of position or sends to appropriate HR Analyst if needed.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned

Individual tasks related to the duty:

- Assist with approving timesheets for payroll in SIGMA. Contact employees, managers, and timekeepers for missing timesheets or corrections needed.
- Assist with processing various transactions in HRMN.
- Request information from various MDOC and HR staff.
- Assist with security desk coverage for Grandview Plaza.
- Assist with special projects.
- Assign grievance numbers for Labor Relations.
- Other duties as assigned.

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

Ensuring information is accurate that is given to employees or persons in the Department and determining the appropriate persons to direct unresolved issues to.

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

Issues that do not clearly meet Civil Service Rules/Regulations, Union Contracts, MDOC policies/procedures, and /or Human Resource procedures.

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.

The job duties require walking, bending, reaching, standing. Sitting at a desk or computer for extended periods of time is frequently required.

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?

Provide assistance to the MDOC Human Resources staff and customer service to all MDOC staff.

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

Requesting to reclassify position GNOFASTE47N to a GENERAL OFFICE ASSISTANT-A in accordance with MCSC Regulation 4.01. This position has grown to the advanced level serving as the MDOC HR Local Coordinator for Content Manager. This position now establishes, modifies, and removes HR documentation records in Content Manager, including files related to personnel matters, medical, discipline, grievances, unemployment, insurances, etc. Assist with questions related to Content Manager as well. This position provides more complex duties, such as interpreting union contracts and CS Rules/Regulations to answer questions, as well as requesting litigation holds and processing retirement certificates for all MDOC retirees, while working with the Director's Office.

The employee meets the minimum education and experience requirements for the requested classification and level and has satisfactory performance. An effective date of 8/3/2025 is being requested in accordance with MCSC Regulation 4.04.

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 Human Resource support to the entire Michigan Department of Corrections. The position fits into the function, as it provides clerical support to the Human Resources staff.

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 8

Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent customer service skills

Proficient computer skills

Excellent phone and communication skills

Great organizational skills

Ability to work independently

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None

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.

KATLYN SAYLOR

8/7/2025

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