State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTES24R

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-MICHIGAN STATE INDUSTRIES
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Michigan State Industries
4. Civil Service Position Code Description General Office Assistant-E	**10. Division** Business Office
5. Working Title (What the agency calls the position) Order Entry Clerk	**11. Section** Sales and Services
6. Name and Position Code Description of Direct Supervisor HEHRER, MADYSON; DEPARTMENTAL MANAGER-3	**12. Unit** Order Entry
7. Name and Position Code Description of Second Level Supervisor DANCER, GREG; STATE OFFICE ADMINISTRATOR	**13. Work Location (City and Address)/Hours of Work** 206 E Michigan Ave., Lansing, MI / 7:30am – 4:30 pm / Monday thru Friday

14. General Summary of Function/Purpose of Position

This position processes customer orders that are received for MSI products. MSI services over 2000 unique customers and produces thousands of different items. A positive attitude and excellent customer service is an expectation for this position. MSI uses GSS (Global Shop Solutions) ERP software. This position will work closely with other areas of the MSI team to ensure customer order accuracy and will require follow up on status of orders with factory superintendents and Fleet staff. Responds to customer and factory inquiries. Filing of order entry related documents as required. This position may be performed remotely based on MSI needs.

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**

Process an estimated 60-90 customer orders per day by entering data into GSS system.

Individual tasks related to the duty:

- Print out all orders with email notations from MSI Order Entry mailbox.
- Processing of all orders received within 24 hours, when possible.
- Separate Orders based on type.
- Verify PO, Part number and pricing are correct on all orders. Investigate discrepancies/omissions. Look up correct items based on information from customer. Contacting Sales may be required.
- Watch for Blanket orders/releases from Corrections and other customers.
- Scan/forward/document order specifications to factories.
- Ensure no duplication of orders, authorized approval of orders.
- Maintain a record of facilities Officer Uniform/Food Service order PO's.
- Assist customers in obtaining files for their record.
- Respond to inquiries by providing information retrieved from computer/hard copy files.
- Call or email customers for information needed to complete orders daily.
- Maintain a file of orders awaiting responses from customers.
- Interprets and applies instructions and guidelines to resolve work problems.

Duty 2

General Summary: **Percentage:** **10**

Files customer orders and related documents. Enters new items, prices and customers. Assists on any special projects for supervisor.

Individual tasks related to the duty:

- Checks files to ensure correct filing.
- Pulls folders and checks to make sure all orders in file belong there and are in order, attaching all documents to correct orders.
- Runs, scans, and emails reports for specific customers needs.
- Enters new items and customers, verifying all information for accuracy and acceptability.
- Performs other duties as assigned.

Duty 3

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

Responds to customer inquiries regarding delivery, specifications, damage, etc. Responds to factory and Fleet staff regarding customer orders and item specifications, delivery, etc.

Individual tasks related to the duty:

- Retrieves records, associates with requests or inquiries, and routes to proper persons.
- Receives and responds to inquiries by providing directions, instructions, promotional material, or other general information or referring such inquiries to the appropriate persons.
- Emailing Factories to answer customer questions, such as Shipment dates, correct item requested.
- Responding to Customer/Factory emails as they come in to facilitate correct order entry.
- Contact Factories regarding damage/returns for customer service.

Duty 4

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

Reviews and verifies data and investigates discrepancies. Reviews order acknowledgements related to orders and email to customers.

Individual tasks related to the duty:

- Sends documentation of IET orders to customers.
- Corrects discrepancies and notifies factory staff.
- Contacts customer for clarification if needed.
- Assists co-workers in correcting errors.

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

1. Prioritizing orders from customers
2. Notifying factories and Fleet of need of high priority orders.
3. Assisting co-workers in finding products, different procedures used to find customer orders, items and how to utilize these procedures for completing orders.

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

Directions concerning special assignments. Product pricing deviations.

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.

Required to work in an office environment in a seated position utilizing a computer for long periods of time. Ability to maintain composure during stressful situations occurring as a result of shift work, work loads and/or deadlines.

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?

Processing customer orders.

Follow up with customers and factory staff to ensure prompt and accurate delivery of MSI products.

Preparation, review and distribution of order entry reports.

Maintain cordial and professional relationships with customers and other MSI staff located at various facilities.

Must be willing to operate a computer and learn the Global Shop Solutions ERP system.

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?

MSI provides real world work experience to MDOC prisoners and strives to meet industry standards and excellent customer service for the goods and services that it produces and sells to its authorized customer group. This position enters customer orders for MSI goods 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.
- Knowledge of filing and general record keeping.
- Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format.
- Ability to collect, alphabetize, code, numerically rank, sort, and batch documents.
- Ability to follow, apply, interpret, and explain instructions and/or guidelines.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.

- Ability to communicate effectively.
- Ability to compose routine correspondence and reports.
- Ability to type.
- Ability to operate standard office equipment.

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.

PAUL DEAN 6/1/2020

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**