

## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> MDHHS-DPT OF HUMAN SVC CNTL OF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> In Home Services
<b>4. Civil Service Position Code Description</b> GENERAL OFFICE ASSISTANT-E	<b>10. Division</b> CENTRALIZED INTAKE DIVISION
<b>5. Working Title (What the agency calls the position)</b> GENERAL OFFICE ASSISTANT	<b>11. Section</b> ADMINISTRATIVE SUPPORT
<b>6. Name and Position Code Description of Direct Supervisor</b> WALKER, FALLON J; EXECUTIVE SECRETARY-1A MOORE, WILLETTE R; (WOC)	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> WILLIAMS, CHONTELLE M; SOCIAL SERVICES DIVISION ADMIN	<b>13. Work Location (City and Address)/Hours of Work</b> 19340 GREENVIEW DETROIT, MI 48219 / MONDAY – FRIDAY 11:00 AM - 7:30 PM
<b>14. General Summary of Function/Purpose of Position</b>  This position provides administrative support to the manager and staff of Centralized Intake, performing a variety of administrative support assignments such as filing, retrieving, sorting and distributing mail; reviewing forms for accuracy and required completeness; compiling data for reports; typing and data entry; ordering, stocking and delivery of office supplies; and assisting with administrative functions. Additional roles and responsibilities include Scheduling (Direct Report), MORS responsibilities, file clearing Rightfax, Law Enforcement Notifications (LEN), assigning Peer Reviews, and Staff Onboarding.	

**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**

Administrative support to management and Centralized Intake.

**Individual tasks related to the duty:**

- Maintain and update phone lists
- Use of a computer – should be familiar with Microsoft Office, i.e., EXCEL and WORD.
- Scheduling (Direct Report)
- MORS responsibilities,
- File Clearing Rightfax,
- LAW Enforcement Notification (LEN)
- Assigning Peer Reviews,
- In the absence of other clerical staff, serves as "floater" to handle a variety of other duties using knowledge gained by experience in the agency.
- Staff Onboarding
- Data Entry

**Duty 2**

**General Summary:**

**Percentage: 10**

Perform a full range of support duties for the supervisor, manager and staff of the district.

**Individual tasks related to the duty:**

- Devises filing system.
- Purges cases when eligible.
- Transfers in and out case records and maintains records.
- Contacts other counties and/or district offices by letter or telephone about transferred records or out of county clients..

**Duty 3**

**General Summary:**

**Percentage: 10**

Other related clerical duties and responsibilities as assigned

**Individual tasks related to the duty:**

- Attend training as required to learn new systems, methods, and procedures.
- Attend staff meetings.
- Responds to questions concerning interpretation of policies, procedures, and guidelines.

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

This position requires teamwork as well as independently working to complete tasks that aid Centralized Intake with completing daily responsibilities. Responsible and accountable for my own workflow, assuring all timeframes are met. Make decisions on applications and resources based on training and instructions.

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

When guidelines or instructions are not available.

**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.**

Operates manual and/or electrically-controlled standard office equipment such as computers, typewriters, duplicating machines, microfilm/fiche machine, mailing equipment, adding machines and/or calculators. May include lifting, kneeling, and bending. Majority of the time is spent sitting at a desk. There may be stressful conditions such as workloads, deadlines and/or dealing with public emergency situations or demanding public.

**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):**

- |   |  |
|---|--|
| <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.      |

**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?**

Perform a variety of administrative support assignments.

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

Number 14 was changed to remove the responsibility of covering the reception desk since Centralized Intake General Office Assistant's (GOAs) do not cover the reception Desk. Additionally, the General Summary of Function was changed to provide an update to daily task completed by GOAs with Centralized Intake which include Scheduling (Direct Report), MORS responsibilities, file clearing Rightfax, Law Enforcement Notifications (LENS), assigning Peer Reviews, and Staff Onboarding. 17 changed to provide an answer to the question as no information was provided previously.

The percentage for Duty 1 changed due to placing much of the percentage towards the task noted in Duty 2 that General Office Assistants with Centralized Intake perform more frequently. Such Task as MORS responsibilities, Law Enforcement Notifications, Scheduling (Direct Reports), assigning Peer Reviews, and file clearing Rightfax are tasks that General Office Assistants with Centralized Intake complete daily MORS responsibilities, Law Enforcement Notifications, Scheduling (Direct Reports), assigning Peer Reviews, and file clearing Rightfax are primary tasks, ongoing throughout the day. Such tasks as Maintaining and updating phone lists, using computers, and completing other tasks in the absence of other Centralized Intake General Office Assistance are also roles and responsibilities of a Centralized Intake General Office Assistant.

Duty 3 was changed to remove items such as greeting applicants, determining purpose of visit, assisting customers with completing applications and replacing them with tasks performed by Centralized Intake's General Office Assistants, such as training to stay up to date on policy and updates related to responsibilities. Task noted in Duty 4 and Duty 5 that were in line with duties and responsibilities of General Office Assistants with Centralized Intake were incorporated with duties noted in Duties 1 through 3.

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

The work area's function is that of general office tasks to include telephone, computer, mail machine, file room, and reception area. The area provides for completion of these tasks and for FIP and Services unit support.

**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:**

As per the Civil Service Job Specification.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

NA

*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.

NA

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

LORA WILLIAMS

3/11/2026

\_\_\_\_\_  
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