

**State of Michigan
Civil Service Commission**

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

Position Code

1. SECRTRYAB10R

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 MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Epidemiology & Population Health
4. Civil Service Position Code Description SECRETARY-A	10. Division Division for Vital Records & Health Statistics
5. Working Title (What the agency calls the position) Section Secretary	11. Section Vital Records & Health Data Services Section
6. Name and Position Code Description of Direct Supervisor PERRY, DIANE M; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DUNCAN, JEFFREY D; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 333 S. Grand Bldg, 2rd Floor, Lansing / Monday - Friday; 8am to 5pm

14. General Summary of Function/Purpose of Position

Serves as a management assistant and advanced level secretary to the State Administrator Manager of the Vital Records and Health Data Services Section, and performs a full range of secretarial and administrative support tasks including: maintaining files and providing administrative support for the Section, managing building maintenance and problem reporting. Instructs staff as to guidelines, policies and generally manages and coordinates section activities. Replies to correspondence received, both written and verbal. Responsible for preparing reports, documents, publications and audits timekeeping reports. Serves as liaison for Section State Administrative Manager and staff. Provides information to management staff regarding provisions necessary to perform daily operations. Responsible for designing and maintaining multiple forms.

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: 60

Position functions as the management assistant and advanced level secretary to the State Administrative Manager of the Vital Records and Health Data Services Section, and performs a full range of secretarial and administrative support tasks.

Individual tasks related to the duty:

- Composes, formats, prepares, and edits correspondence and reports with some latitude as to content.
- Makes scheduling commitments for professional(s) or management staff for meetings, conferences and speeches and assemblies related necessary materials.
- Maintain files for administrative duties and contractual agreements.
- Provide administrative support for the Section.
- Primary person to report office issues for liaison duties or resolution.
- Responsible for circulating information and correspondence received by staff (i.e. telephone bills, departmental notifications, department policies, etc).
- Serve as liaison for all vendors.
- Maintain court order database.
- Uses computer skills to prepare contracts, publications, reports, and letter formats pertaining to Section functions.
- Act as liaison for contractors outside the office.
- Prepares replies to inquiries/correspondence received from individuals, agencies, and organizations both inside and outside the department.
- Provide responses to customer e-mails sent daily through the Vital Records Customer Service e-mail account.
- Prepares responses to executive inquiries sent by the Director's Office and Governor's Office.
- Backup for the State Administrative Manager in handling Legislative inquiries.
- Receives and prepares replies to requests for information concerning the issuance and eligibility rules of vital records.
- Drafts technical responses for Manager after being given oral instructions for information to be included.
- Responsible for scheduling conference rooms and meetings.
- Retain customer correspondence in accordance with Department retention guidelines.
- Notify personnel of meeting time and place and distribute both pre and post meeting material(s).
- Updates management on status of issues before scheduled meetings.
- Attend all scheduled management meetings.
- Prepare agendas, take and transcribe minutes of meetings.
- Arrange conference calls.
- Schedule conference rooms and meetings.
- Provide any equipment necessary for meetings.

Duty 2

General Summary:

Percentage: 15

Maintains reference notebooks and electronic files for managerial and staff use.

Individual tasks related to the duty:

- Locates and reviews pertinent information from files, documents, newspapers, and other sources; and prepares a summary of content for professional(s) and/or management staff.
- Serves as liaison between management and staff by transmitting information, explaining appropriate work instructions, and following up on assignments.
- Transmit specific information from manager to staff members and departmental personnel.
- Provide support for the Office of the State Registrar.
- Responsible for conveying the State Administrator Manager's instructions and policies etc. to the public and staff.
- Maintain evidentiary library for the office.
- Maintain referential notebook and/or electronic database regarding State Registrar recommendations, instructions, and legal opinions.
- Update and maintain employee emergency contact and emergency call trees, telephone listing, email address listing, office birthday lists.
- Format and update policies and procedures.

Duty 3

General Summary:

Percentage: 10

Responsible for receiving telephone calls and screening callers and visitors, provide information or refer callers to the appropriate staff member or another agency, answers inquiries requiring a knowledge of Manager's viewpoint or established guidelines or rules.

Individual tasks related to the duty:

- Reads incoming correspondence and reports, screening those items that can be handled personally, and forwarding the rest to management and staff.
- Assists in creating and revising forms; proposes procedures, formats, and standards for office correspondence.
- Answer incoming phone calls and handle irate or hostile callers.
- Respond to questions from the public and other agencies regarding the issuance of birth records and office policies and procedures.
- Transfer callers to appropriate staff.

Duty 4

General Summary:

Percentage: 10

Provides information to management staff regarding provisions necessary to perform daily operations. Act as liaison between building owner, department, and building personnel.

Individual tasks related to the duty:

- Responsible for reporting malfunctions, problems and handling problems with security system.
- Contact building liaison with any complaints, requests, or problems.
- Responsible for follow up with maintenance personnel for building upkeep and repairs.
- Act as telecom liaison for contact centers and backup to section manager for emergency contact center closures.
- Report telecom issues or problems and place new telephone orders when required.

Duty 5

General Summary:

Percentage: 5

Miscellaneous tasks and other duties as assigned.

Individual tasks related to the duty:

- Create forms, applications, or documentation when required.
- Research vital record related issues.
- Serves as health and safety monitor.
- Schedule, prepare paperwork, and coordinate customer service surveys quarterly.
- Maintain a current contact listing for all local city/county registrars as well as courts.
- Act as backup to Executive Secretary as needed.

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 makes independent judgements and decisions on how to respond to requests from the public and other state agencies.
- This employee usually sets and determines own work priorities.
- Receives requests for documentation and after discussion with requestor, advises exactly how the requestor can obtain the documentation, and determines what information needs to be submitted.
- In the absence of immediate manager, often makes decisions and relays information to other personnel or outside agencies.
- Interprets Department Policies and/or Procedures and must guide staff through appropriate process.

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

- If a request is submitted that is not in the purview of this position, or if an irate caller wants to talk to the manager
- When there is a dispute concerning a policy or procedure and the employee feels the manager should interpret the action

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.

Typical activities associated with an office environment, including occasional entry into a temperature/humidity-controlled vault.

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.

N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Approve work.
N Review work.
N Provide guidance on work methods.
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?

- Serves as management assistant and advanced level secretary to the State Administrator Manager of the Vital Records and Health Services Section, and performs a full range of secretarial and administrative support tasks including: maintaining files and providing administrative support for the Section and managing building maintenance and problem reporting.
- Instructs staff as to guidelines and policies, and generally manages and coordinates section activities.
- Replies to correspondence received, both written and verbal.
- Responsible for preparing reports, documents, publications.
- Serves as liaison for State Administrative Manager and staff.
- Provides information to management staff regarding provisions necessary to perform daily operations.

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

Updated duties, percentages to duties and tasks. Consolidated many duties into one another.

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

The function of this office is to provide vital records and information to eligible parties that request them. It is a multi-faceted issue, since the post 9/11 laws have made these eligibility requirements even more restrictive, and the office is more accountable.

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:

Secretary 9

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

OR

Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

Thorough knowledge of correct English usage, spelling, and punctuation. Considerable knowledge of the organization and maintenance of a filing system. Considerable word processing skills required, as well as knowledge of the Publisher and Access software. Must possess the ability to compose correspondence, prepare reports, reference materials, and organize data, maintain composure during stressful situations occurring as a result of workloads and/or deadlines, and be able to communicate effectively.

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:

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.

None.

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

LIBERTY IRWIN

1/21/2026

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