

**State of Michigan  
Civil Service Commission**

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

Position Code

**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-COM HEALTH CENTRAL OFF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Local Health & Administrative Services
<b>4. Civil Service Position Code Description</b> GENERAL OFFICE ASSISTANT-E	<b>10. Division</b> Division of Vital Records & Health Statistics
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant-E	<b>11. Section</b> Vital Records & Health Data Services Section
<b>6. Name and Position Code Description of Direct Supervisor</b> EMBRY, ANTONEA; DEPARTMENTAL SUPERVISOR-2 11	<b>12. Unit</b> Customer Srvs Unit -- Record Search Crew SubUnit
<b>7. Name and Position Code Description of Second Level Supervisor</b> WILLARD, MARIA; DEPARTMENTAL SUPERVISOR-4 13	<b>13. Work Location (City and Address)/Hours of Work</b> 333 S. Grand Ave, Lansing, MI 48933 / 8:00am-5:00pm -- Monday-Friday

**14. General Summary of Function/Purpose of Position**

Searches and locates birth, death, marriage, and divorce records in books, indexes, cards, fiche, or on microfilm by using expert skills for searching and by using expert knowledge of the Birth Registry System (BRS) and other databases to locate these records. Retrieves records from books, indexes, cards, fiche, microfilm BRS and other databases for UPS and VitalChek orders and processes them same day. Using BRS, prepares correspondence related to requests for vital records. Retrieves work orders for death, marriage and divorce records from electronic folders and electronically documents that the requests have been completed. Processes customer requests for death, marriage and divorce records by indexing, locating, and creating the requested documents. Processes follow up requests for records and answers inquiries to resolve problems related to requests for vital records.

**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**

Search and locate birth records in books, indexes, cards, fiche, or on microfilm by using expert skills for searching and by using expert knowledge of the Birth Registry System (BRS) to assist in building an electronic database of these records.

**Individual tasks related to the duty:**

- Utilizes many types of indexing and record organizing systems developed and used since 1867, having experience and knowledge working with various combinations of indexing cards, books, record packages, microfiche, microfilm, and electronic indexes.
- Locates and identifies correct record, reviews and verifies information on hard copy of vital record, reconciling record with search information provided.
- Reviews records for completeness and accuracy.
- Checks record type to determine particular action required with appropriate staff.
- Identifies death and marriage records that are in a format that do not meet the requirements for generating a copy, such as older ledger records from liber pages.

**Duty 2**

**General Summary:**

**Percentage: 20**

Using BRS, prepares correspondence related to requests for vital records. Retrieves work orders for death, marriage and divorce records from electronic folders. Documents in the BRS that these requests have been completed.

**Individual tasks related to the duty:**

- Retrieves UPS and VitalChek requests for birth records from Birth Registry System (BRS)
- For customer requests that require correspondence regarding the return of an application for a record, the refund of fees received, the results of an unsuccessful search for a record, or the need for more information to satisfy search parameters, employee must generate correspondence using BRS.
- Retrieves work from electronic folders related to requests for death, marriage and divorce records.
- Documents that the customer requests for a death, marriage and divorce records were satisfied.

**Duty 3**

**General Summary:**

**Percentage: 20**

Processes customer requests for death, marriage and divorce records by indexing, locating, and printing the requested documents.

**Individual tasks related to the duty:**

- Searches various types of indexes for vital records which include:
  - i. computerized marriage and death indexes
  - ii. card files
  - iii. microfiche
  - iv. typed and handwritten ledgers.
- Card files, microfiche and ledger indexes are not electronic applications, and are tedious and labor intensive to use.
- Must possess knowledge of the variations or histories in which the indexes were set up through the years dating back to 1867, as well as knowledge and experience locating records, on microfilm and microfiche.
- Produces certifiable copies of death, marriage or divorce records using microfilm reader/printers or the GENDIS electronic death record file as appropriate.

**Duty 4**

**General Summary:**

**Percentage: 10**

Processes follow up requests for records and answers inquiries to resolve problems related to requests for vital records.

**Individual tasks related to the duty:**

- Problematic requests, other than routine, require staff to directly respond to inquiries from customers to resolve problems related to requests for vital records.
- Locates and retrieves records from electronic database and verifies information for completeness and accuracy; then compares the electronic vital record created in BRS to original records formatted in books, microfilm or handwritten ledger.
- Prepares corrected certifiable copy if warranted and prepares correspondence in response to the problem.

**Duty 5**

**General Summary:**

**Percentage: 5**

Returning books, ledgers, packages, films for appropriate vault storage.

**Individual tasks related to the duty:**

- When books and packages are returned to the vault from various sources, they must be placed in cabinets or on shelves in the vault for future retrieval by vital records staff.
- Film must be returned to proper drawer or cabinet in the microfilm reader/printer area for future retrieval by vital records staff.

**Duty 6**

**General Summary:**

**Percentage: 5**

Miscellaneous tasks and other duties as assigned.

**Individual tasks related to the duty:**

- Miscellaneous duties such as preparing records for storage at the record center or cross-indexing changed or updated marriage records.
- Checking vital records received from closed local registrar's offices by comparing our records to determine that all vital records from that office have been received.
- Various housekeeping duties as assigned.
- Other duties as assigned to maintain unit operations.

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

Searcher determines accuracy of data to ensure accuracy in building electronic database for storage and maintenance of vital records.

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

1. When a record is located that may/may not be the record requested because of discrepancies contained within the record, the supervisor determines the appropriate action.
2. Supervisor determines eligibility for circumstances that are not usual.

**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 following list describes the continuous daily activities and conditions of this position.

1. Waiting customers are handled as quickly as possible, UPS requests are completed by 3:00 PM to ensure UPS pick up at 4:00 PM and delivery to customer the following day. Usual time to index and retrieve a record is approximately ten minutes.
2. Physical requirements
  - a. Occasional use of ladders retrieving and replacing books, ledgers and film.
  - b. Lifting requirements range from lifting ledgers and books and opening drawers of indexes from below knee level to raising both arms to an overhead position. Ledgers, books and drawers range in weight from 5 to 20 pounds.
  - c. Continuous and repetitious hand and finger motion related to keying data.
3. Vault is temperature/humidity controlled at 68 degrees and 53% for preservation of the records.
4. Continuous exposure to paper

**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. |

N Approve leave requests.  
N Approve time and attendance.  
N Orally reprimand.

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?

To conduct a thorough search of indexes to locate vital records as requested by customers. Creates birth records in BRS. Searches and locates birth records in books, packages or on microfilm, to build an electronic database of these records. Prepares correspondence related to requests for vital records. Retrieves work orders for death, marriage and divorce records from electronic folders and documents that the requests have been completed. Processes customer requests for death, marriage and divorce records. Processes follow up requests for records and answers inquiries to resolve problems related to requests for vital records.

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

PD is being updated to reflect the addition of the Birth Registry System (BRS) that provides the ability to search, view, create, complete and print vital record documents has changed the emphasis of the primary functions of the position over time. There are multiple employees assigned to this position who perform the same work, two will be retiring in the near future; therefore it was decided that the position description should be updated prior to posting and backfilling the positions.

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

To provide fast and accurate customer services for requests of birth, death, marriage, and divorce records for the public and other governmental agencies. This involves the use of BRS for retrieval, viewing, creating and completing records and preparing copies of birth records, retrieving work orders related to other requests, documenting the completion of requests and preparing correspondence.

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:**

Experience of computer software necessary. Accuracy in keying names and data, following complex entry procedures, selecting geographic codes and descriptions and following steps that differ by document types and event year. Due to the physical requirements, employees in this position must be able to perform the physical duties described in Item 18 for all duties.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Position is designated as sensitive requiring security clearance in accordance with Policy 2021.1

*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.***

\_\_\_\_\_  
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