

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

<b>Position Code</b> 1. GNOFASTEU72R
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## 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> DOC-CORRECTN CENTRAL OFFICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Budget and Operations Administration
<b>4. Civil Service Position Code Description</b> General Office Assistant-E	<b>10. Division</b> Bureau of Legal Affairs
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant	<b>11. Section</b> Grievance, Rehearings, and FOIA Sections.
<b>6. Name and Position Code Description of Direct Supervisor</b> PHELPS, ANDREW H; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> WARNER, JARED; SENIOR POLICY EXECUTIVE	<b>13. Work Location (City and Address)/Hours of Work</b> 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 functions as a General Office Assistant providing general office support to the Bureau of Legal Affairs (OLA) Grievance, Rehearings, and Freedom of Information (FOIA) Sections. The position performs a number of complex duties in assisting in legal processes required under law.

**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: 47**

This position supports the Hearings Administrator/Grievance Section Manager and his support staff in the areas of grievances and hearings in order maintain workflow for receiving and processing Step III prisoner grievances and requests for Class I misconduct rehearings; enters data into the electronic Grievance and Rehearing databases; maintains the process for incoming and outgoing mail and is responsible for record storage under the guidance of the Hearings Administrator/Grievance Section Manager.

**Individual tasks related to the duty:**

- Open all Grievance Section and Rehearing Mail.
- Enter all new Step III Grievance appeals into the Step III Prisoner Grievance Database and all new requests for rehearing into the Rehearings Database.
- Respond to prisoner correspondence regarding the grievance process and the rehearing process using form letters in accordance with instructions.
- Set up Step III Grievance appeals and requests for rehearings for Specialist and Analyst review.
- Receive completed Step III response, batch them, scan them, and enter tracking data into the Step III Prisoner Grievance Database; receive rehearing decisions, batch them, scan them, and enter tracking data into the Rehearings Database.
- Prepare Step III grievance decisions and files and rehearing decisions and files for preservation and distribution through the mail as needed.
- Assist the Grievance/Rehearings Analyst in pulling historical files and compiling and certifying them to respond to requests from the Attorney General to respond to litigation.
- Organize, maintain, and/or purge files, documents, and/or logs as directed.
- Copy and/or Scan files as directed.

**Duty 2**

**General Summary:**

**Percentage: 47**

This position supports the Freedom of Information Act (FOIA) Section Manager and Analysts to maintain workflow for receiving and processing FOIA mail; enters data into the electronic FOIA Database and other data support systems; maintains the process for incoming and outgoing mail and record storage under the guidance of the FOIA Analysts and the FOIA Section Manager.

**Individual tasks related to the duty:**

- Open all FOIA Mail
- Enter all new FOIA requests into the FOIA database.
- Log and Process all incoming checks with Fiscal.
- Pull and prepare paid FOIA requests for processing by Analysts.
- File all completed FOIA responses.

- Scan files as directed by FOIA manager and Analysts.
- Organize, maintain, and/or purge files, documents, and/or logs as directed.
- Gather responsive records for Analysts to review.

### Duty 3

#### General Summary:

Percentage: 6

Operates standard office equipment (computers, printers, copiers, FAX machines); performs typing duties incidental to work; and, performs other general office support duties as assigned when workload permits.

#### Individual tasks related to the duty:

- Assists the Administrator's Secretary with general office clerical support.
- Assists the Litigation Manager's Secretary with general office clerical support.
- Assists the Policy Section Manager with general office clerical support.

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

This employee works at the experienced level. The employee performs a full range of office support assignments and uses judgment in making decisions where alternatives have been determined by established policies, procedures, and defined workflow.

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

Any actions that require interpretation of policy or are outside of specific work duties described.

### 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 work requires standing, bending, and light lifting. Long periods at a desk using a telephone and computer, or long periods of standing at a copier may be required regularly.

### 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?**

Performs and/or oversee a variety of general office support assignments involved in processing of documents and recording, retrieving, and distributing data and information/records that are an essential part of the work of the Bureau of Legal Affairs.

**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?**

The Bureau of Legal Affairs ( Grievance and Appeals, Litigation, FOIA, and Policy Section):

- Reviews all appeals of formal administrative hearings;
- Provides decisions on prisoner step III grievance appeals;
- Processes State Administrative Board prisoner property reimbursements;
- Makes determinations on requests for rehearings to preserve prisoner rights to due process during investigation and hearing of Class I prisoner misconducts;
- Coordinates compliance with the Freedom of Information Act (FOIA);
- Coordinates responses to litigation against the Department and its employees with the Department of Attorney General;
- Drafts and finalizes Director's Office Memoranda (DOMs) and policy directives; and
- Maintains the documentation system for administrative rules, DOM and policies.

**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 select and compile data for correspondence and reports.
- Ability to maintain supplies and equipment for work area.
- Strong written and verbal communications skills.
- Ability to prepare and/or process financial documents.
- Experience with computer databases and word processing skills.

**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.***

\_\_\_\_\_  
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