

**State of Michigan
Civil Service Commission**

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

Position Code

1. GNOFASTE

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-CORRECTN CENTRAL OFFICE
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) Budget and Operations Administration (BOA)
4. Civil Service Position Code Description General Office Assistant-E	10. Division Bureau of Legal Affairs
5. Working Title (What the agency calls the position) General Office Assistant	11. Section Discriminatory Harassment (DH) / PREA Investigations Unit
6. Name and Position Code Description of Direct Supervisor FEIL, MATTHEW J; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor WARNER, JARED; SENIOR MANAGEMENT EXECUTIVE	13. Work Location (City and Address)/Hours of Work 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 provides a wide range of office assistance to the Discriminatory Harassment/PREA Investigations Unit, involving highly confidential and sensitive information. Responsibilities include data entry, processing mail, filing, drafting form letters and memos, scanning, copying, answering phones, and copying and/or retrieving digital media.

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

Clerical duties related to processing of investigative files, complaints, and office organization.

Individual tasks related to the duty:

- Monitor and process PREA Hotline Calls.
- Monitor and process PREA Online Report Form.
- Monitor and process PREA prisoner mail.
- Monitor and process communication from JDI (emotional support line).
- Monitor staff mail in relation to discriminatory harassment complaints.
- Read and complete mail log entries for incoming mail from public and offenders.
- Prepare outgoing mail, for internal and external distribution.
- Enter required data into the allegation tracker
- Respond to email and phone inquiries from staff; other State agencies; offenders; and the public
- Prioritize and process all expedited investigations for administrative review • Monitor, review and maintain technology monitoring authorization request forms
- Schedule conference rooms for staff use and meetings.
- Prepare agendas for, and take minutes from, staff meetings.
- Gather and prepare documents for shredding.
- Order office supplies and maintain organization in common areas.
- Create copies of electronic data on various mediums, such as disks, thumb drives, clouds, etc.

Duty 2

General Summary: Percentage: 30

Assist in overall processing of investigative files.

Individual tasks related to the duty:

- Track and monitor DH/PREA investigation deadlines.
- Process manager decisions from database on case assignments.
- Prepare documents for review by the manager and/or administrator.
- Generate form-letters for PREA and discriminatory harassment related cases.
- Generate form memoranda for closed cases.
- Prepare outgoing mail, for internal and external distribution.
- Enter required data into the allegation tracker
- Respond to email and phone inquiries from staff; other State agencies; offenders; and the public
- Prioritize and process all expedited investigations for administrative review • Monitor, review and maintain technology monitoring authorization request forms
- Schedule conference rooms for staff use and meetings.
- Prepare agendas for, and take minutes from, staff meetings.
- Gather and prepare documents for shredding.
- Process and distribute mail received from offenders and public, as directed by the DH Investigation Manager, PREA Investigation Manager, and DH/PREA Investigations Administrator
- Maintain a multitude of spreadsheets for various information including file location, cases referred through the EEO office, DH Investigator caseload, PREA Investigator caseload, investigations returned for review by DH/PREA Investigations Unit Administrator and DH/PREA Investigations Manager.
- Order office supplies and maintain organization in common areas.

Duty 3**General Summary:****Percentage:** 10

Communicate with staff of all levels, citizens, and other State agencies, through phone, email, letters, and in-person.

Individual tasks related to the duty:

- Respond to inquiries to/from worksites regarding the status of complaints and investigations.
- Respond to inquiries regarding how to file a complaint and overall investigative process.
- Request missing documentation from administrator's offices.
- Deliver Confidential documents to Central Office staff

Duty 4**General Summary:****Percentage:** 10

Data entry into a variety of spreadsheets and databases, regarding the status of specific cases.

Individual tasks related to the duty:

- Open and close entries into databases, of employee misconduct and/or offender complaints.
- Assist in monitoring existing database entries.
- Update spreadsheet of physical location of each file folder.
- Maintain spreadsheets for incoming/outgoing mail, EEO cases, and cross-site investigations assignments.

Duty 5

10

General Summary:**Percentage:**

Other duties as assigned.

Individual tasks related to the duty:

- Assist with various special projects as requested.
- Assist with on-going training of facility staff regarding DH/PREA Investigations Unit processes.
- Provide routine tech support to investigative staff.
- Provide back-up to the Departmental Technician position.

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

None

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

All

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.

Walking, bending, ability to stand and/or sit for extended periods. Lengthy periods of time spent working on a computer. Sometimes required to lift and move heavy boxes and files.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a fulltime, 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"/> N	Complete and sign service ratings.	<input type="checkbox"/> N	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> N	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> N	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> N	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> 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?

This position provides a wide range of technical assistance and guidance to the Bureau of Legal Affairs – DH/PREA Investigations Unit and MDOC work sites, involving highly confidential, and sensitive information. This individual is tasked with a variety of assignments such as: providing backup to the Departmental Analysts, monitoring/processing PREA Hotline calls, monitoring/processing PREA Online Report Form, monitoring/processing DH/PREA prisoner/staff mail, monitoring/processing DH/PREA email complaints, monitoring/processing communication from JDI (emotional support line), processing investigative packets, communicating with high-level Department officials regarding investigations and the Administrative Investigations Management (AIM) database.

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 DH/PREA Investigations Unit is responsible for investigating all allegations of Discriminatory Harassment and violations of the Prison Rape Elimination Act caused by MDOC employee and/or prisoner misconduct. This position provides clerical support for the DH/PREA Investigations Unit.

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 MDOC policy directives and operating procedures. Comprehensive knowledge of Microsoft Office and ability to use databases and tracking systems. A Knowledge of workflow, forms, and procedures in state government. Ability to abstract and present significant facts from data. Ability to operate office machines, i.e. scanner, copier, fax, PC, printer, and shredder. Ability to maintain confidentiality and meet deadlines.

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