

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) Generic	8. Department/Agency Corrections
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Correctional Facilities Administration
4. Civil Service Classification of Position General Office Assistant 5 - 7	10. Division Women's Huron Valley Correctional Facility
5. Working Title of Position (What the agency titles the position) Mail Room Clerk	11. Section Business Office
6. Name and Classification of Direct Supervisor Toni M. Moore, Admin Manager-3 14	12. Unit Mail Room
7. Name and Classification of Next Higher Level Supervisor Anthony Stewart, Senior Executive Warden 17	13. Work Location (City and Address)/Hours of Work 3201 Bemis Road, Ypsilanti 8:00A – 4:30P (and as needed)

14. General Summary of Function/Purpose of Position

This position is located in the Business Office Mailroom at Women's Huron Valley Correctional. It performs a variety of duties related to processing facility mail as well as other Business Office activities. The position is responsible for processing all incoming and outgoing mail for the WHV complex, both staff and inmate mail. Processing incoming and outgoing inmate mail encompasses screening the mail (both paper and electronic) for contraband, suspicious/questionable communications and unauthorized fund deposits. The position also sorts and distributes all internal mail, meters postage, issues mail rejection notices when appropriate, performs various other duties and maintains records to ensure compliance with policies and procedures governing mail processing. WHV is a multi-level female correctional facility with over 2,000 beds.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

% of Time 30

Open, screen, sort and distribute all incoming mail (paper and electronic), checking for contraband, inappropriate communications, questionable deposits.

Individual tasks related to the duty.

- Separate prisoner mail from staff/facility mail.
- Look up prisoner cell number using the department's database and record it on the prisoner's mail.
- Open and screen mail searching for contraband, inappropriate communications, policy violations, etc.
- Sort out problematic mail for rejection, or referral for additional inspection based on content, or return to sender, or other reasons as mandated by policy.
- Process problematic mail in compliance with policy and procedure.

Duty 2

General Summary of Duty 2

% of Time 25

Process Electronic Correspondence.

Individual tasks related to the duty.

- Print out, sort and distribute JPay passwords to prisoners.
- Review and screen incoming electronic correspondence for suspicious communications, including inappropriate deposits. Reject suspicious mail as allowed by policy.
- Alert supervisor, accounting tech, and inspector of suspicious correspondence and/or unauthorized deposits.
- Print out, sort and distribute deposit receipts.
- Request account holds when appropriate.

Duty 3**General Summary of Duty 3****% of Time 20**

Prepare outgoing mail for pick up by USPS, FEDEX, or UPS as well as intradepartmental pick up.

Individual tasks related to the duty.

- Sort prisoner mail to separate outgoing mail from kites, grievances, and other internal mail.
- Review outgoing mail to ensure proper return address, including prisoner name and number.
- Meter outgoing facility mail, utilizing postage metering/mailing equipment to ensure sufficient postage.
- Meter prisoner oversized or unique size mail that is accompanied by a disbursement authorization.
- Sort outgoing to accommodate pick up by delivery service. Put current postmark date on all inmates outgoing mail.
- Assist staff with processing all outgoing mail requiring special handling, such as, express mail, certified, insured and/or return receipt mail or United Parcel Service (UPS).
- Distribute prisoner kites to Facility Staff.

Duty 4**General Summary of Duty 4****% of Time 10**

Process prisoner grievances and kites.

Individual tasks related to the duty.

- Review and investigate complaints.
- Draft a response to the complaint, taking care to clearly address issue.
- For all grievances, forward response to supervisor for review and sign off.
- Prepare kite response and send directly to prisoner complainant via electronic mail (or via facility mail if electronic mail is not available).

Duty 5**General Summary of Duty 5****% of Time 10**

Maintain Business Office Records

Individual tasks related to the duty.

Maintain logs relevant to the mail room operations and other areas as required, including but not limited to:

- Rejection log
- Legal mail log
- Translation Log
- Check log
- Certified mail log
- Postage log

Duty 6**General Summary of Duty 6****% of Time 5**

Perform general Business Office clerical tasks as needed.

Individual tasks related to the duty.

- Process phone card disbursements.
- Assist with processing debit cards.
- Post postage in TRUST
- Provide clerical back up for other Business Office units
- Other duties as directed.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions relevant to whether the content of mail violates department policy or is suspected of containing illegal contraband so as to warrant further review, rejection, or referral to supervision.

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

Where problem resolution cannot be gained by utilization of former experience, where problem would have adverse effect on facility operation, when alternate methods of work completion are needed.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Job requires sitting or standing for extended periods; occasional bending, squatting, reaching. Usually lift up to 5 Lbs, however can be required to lift up to 50 lbs.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential duties of this position?

Locking, sorting and distributing mail, screening mail for contraband,

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

No change.

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

The work unit is responsible for processing all incoming & outgoing mail for prisoners and staff. This position is an integral part of that process is that it processes the mail, etc

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

- Educational level typically acquired through completion of high school.

EXPERIENCE:

- GOA 5 – No specific type or amount of experience is required.
- GOA 6 – One year of administrative support experience.
- GOA 7 – 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.
- Knowledge of correct English usage and grammar.
- Ability to compare data from a variety of sources for accuracy, completeness, grammar, and format.
- Ability to collect, alphabetize, code, numerically rank, sort, and batch documents.
- Ability to perform mathematical calculations.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to communicate effectively.
- Ability to compose routine correspondence and reports.
- Ability to operate standard office equipment.

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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.*

Toni M. Moore

Supervisor's Signature

May 6, 2017

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature

Date