

**State of Michigan  
Civil Service Commission**

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

**Position Code**

1. STUDASTER59N

**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> TECH, MGMT AND BUDGET - MB
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b>
<b>4. Civil Service Position Code Description</b> Student Assistant-E	<b>10. Division</b> Office of Continuous Improvement (OCI)
<b>5. Working Title (What the agency calls the position)</b> Student Assistant	<b>11. Section</b> Major Projects Section
<b>6. Name and Position Code Description of Direct Supervisor</b> ; DEPARTMENTAL SPECIALIST-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; STATE OFFICE ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> Capitol National Center, Lansing MI / Monday - Friday 8 a.m. - 5 p.m. (Hours Vary)

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

This position will provide support to the Office of Continuous Improvement Projects and Training Division in the implementation of the statewide process improvement methodology, provide ongoing general administrative support and participate, as needed, in special projects. Complete projects as assigned by direct supervisor, training specialist, and/or the Bureau Director.

**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: 80**

Assist OCI staff with the development, implementation and ongoing delivery of project management.

**Individual tasks related to the duty:**

- As directed by the team, assist in the development of documentation regarding program design, implementation and ongoing delivery. Document using Microsoft Word templates and Microsoft Visio for process mapping. Attention to detail is critical in this role.
- Draft communication in forms of emails, memos, brochures, internal communication articles, etc.
- Participate in planning meetings held with clients in advance of process improvement initiatives
- Schedule, coordinate and attend meetings as requested.
- Take notes, as requested. Compile and distribute meeting notes. Capture action items and track completion.
- Prepare materials for process improvement initiatives and trainings.
- Attend process improvement initiative meetings, workshops, etc. to provide general support and create documentation
- Write with neat and legible handwriting using large flip charts and flip chart markers. Create flip chart packets (60 flip charts per packet) for facilitator projects and create flip charts for trainings.
- Order and organize office supplies

**Duty 2**

**General Summary:**

**Percentage: 15**

Provide general administrative support to staff.

**Individual tasks related to the duty:**

- Schedule meetings
- Update materials
- Maintain accurate records of all meetings, initiatives, requests, training records, status, etc.

**Duty 3**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Complete and/or assist with special projects as assigned.
- Attend meetings or training as requested.

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

As experience grows, independent decisions will be made regarding scheduling for workshops and meetings; the best method of maintaining an organized tracking method for programs and projects. Once methodology is in place, ensure that staff understand the method in place and can properly use method to maintain consistency in the respective program. Develop surveys, Power Points, communication, and compile statistical data as requested. Each will be developed in ways best suited for the requestor and should be thorough, organized, and well thought-out.

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

Assistance with determining customer needs and appropriate responses; review of final documentation from workshops, meetings, etc.; surveys, communication developed are to be reviewed.

**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 office environment; sitting and working at a computer and/or attending meetings for extended periods of time; minimal lifting of lightweight objects such as files, boxes.

**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):**

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	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 provide support to the Reinventing Performance in Michigan project staff. Assist with all aspects of the implementation of the statewide Lean Process Improvement methodology, and provide support to teams and special projects. Specifically, work with the staff in the development and implementation of the methodology to be used and the completion of process improvement initiatives utilizing the methodology. Lastly, complete projects as assigned by direct supervisor and/or the Division Director.

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

New position.

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

As an office within the State Budget Office, the Office of Performance and Transformation is authorized and responsible for developing and implementing an approach to statewide process improvement projects and the tracking of their outcomes and return on investment. This position serves as an assistant to the project team. Lastly, the area is to complete various projects statewide in all departments which are assigned by and are in support of the Executive Office's goals and initiatives.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

**EXPERIENCE:**

**Student Assistant A**

No specific type or amount is required.

**Preferred Experience:**

Process management work involving process mapping, gathering requirements, conducting surveys, coordinating focus groups.

General office experience.

Experience with the entire Microsoft Office Suite—specifically Outlook, Word, Excel, PowerPoint, and Visio.

Experience where proficient verbal and written communication skills were developed.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Desired skills and abilities include experience in process improvement, reengineering, redesign; both verbal and written communication skills; computer skills; someone whose abilities reflect a thorough knowledge of the Microsoft Office Suite. Competencies include: Innovation; Building Customer Loyalty; Integrity/Honesty; and Contributing to Team Success.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

**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.***

SARAH KEILEN

\_\_\_\_\_  
Appointing Authority

6/18/2019

\_\_\_\_\_  
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