

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: GNOFASTEN07R

Civil Service Class and Level: GENERAL OFFICE ASSISTANT-E

Working Title (What the agency calls the position): Office Assistant

Name and Position Code Description of Direct Supervisor: HAZEL, DARCY; STATE ADMINISTRATIVE MANAGER-1

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Workers' Disability Compensation Agency

Division: Claims Processing

Section: File Maintenance

Unit: Mailroom Unit

Work Location (City and Address)/Hours of Work: 2501 Woodlake Circle, Okemos, MI 48864 / Monday-Friday 8:00AM-5:00PM

General Summary of Function/Purpose of Position: This position prepares incoming mail for processing and distribution throughout the agency divisions. Screening, sorting, copying, and batching of mail is all involved in this process. This position also pulls, scans, sorts, and deals with various requests regarding claims files. This position assists with the daily scanning/digital imaging operations.

Assigned duties and tasks for each duty.

Duty 1: Prepare bureau incoming mail for processing.

- Pick up mail from the department mail room as needed.
- Separate inter-departmental and "personal and confidential" mail and distribute accordingly.
- Sort mail into prescribed batches (by form type or correspondence).
- Remove staples, clip, and visually scan forms and correspondence for pertinent information such as social security numbers, dates of injury, employer's names and signatures. If the form is missing pertinent information, check WORCS (bureau's automated system) for missing information. Send incomplete forms to division secretary to send back to remitter.
- Put batched mail into appropriate batch trays.
- Rubber band batches and send to scanning section for scanning/digital imaging.

Duty 2: Using established guidelines and procedures, responsible to enter fields of data provided on various claims forms into the agency's automated data system (WORCS)

- Verify accuracy of all information data entered by rechecking those fields that highlight to ensure the information is correct and valid.
- Ensure proper and complete data is entered into and made available on the agency's data system for future terminal inquiry purposes.
- Organize, review, evaluate and process large volumes of workers' compensation claims forms submitted by insurance carriers, servicing companies, employers and employees.
- Review and examine the various forms for missing and/or incorrect data information before data entering.

Duty 3: Make copy of forms and material in file as requested.

- Pull file and determine what copies are needed to comply with request.
- Enclose a copy of request in the file with annotation that copies were made and date.
- File claim file or send to appropriate section for filing.
- Send request and copies to word processor mailing.

Duty 4: Maintain the division's files.

- Pull files as requested and route to requestor.
- Scan incoming files to proper locations within the section.
- Sort files by social security number.
- File in appropriate file banks.
- File correspondence in files.

Duty 5: Perform other miscellaneous duties.

- Assist supervisor in the retirement of records.
- Assist supervisor in the scanning/digital imaging of records.
- Pull scanned copies for division staff.
- Other duties as assigned.

Types of decisions made independently and whom or what those decisions affect: Process mail and determine batch for forms and correspondence. If put in the wrong batch, this could cause economic consequences for the employee. Accurately key claim forms into WORCS System verifying vital claimant information and payment information. If keyed incorrectly it could result in a delay of the claimant receiving the correct benefits.

Types of decisions that require the supervisor's review: Correspondence that falls outside the guidelines established by the agency.

Physical effort used to perform this job and environmental conditions of this position: Lifting, standing, walking, and sitting. Deadlines of the mail being processed daily can cause some pressure and stress.

The essential functions of this position: Prepare agency incoming mail for processing.

The function of the position's work area and how it fits into that function: The function of the work area is to prepare agency incoming mail for processing, maintenance of claims files and the retirement of claim files. This position carries out these duties.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

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:

Should be able to file and sort numerically and alphabetically and have some skills working on personal computers.

CERTIFICATES, LICENSES, REGISTRATIONS:

None