

Position Summary

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

Position Code: SECRTYAE98R

Civil Service Class and Level: SECRETARY-A

Working Title (What the agency calls the position): Secretary

Name and Position Code Description of Direct Supervisor: STRAHAN, APRIL M; RIGHTS REPRESENTATIVE MGR-3

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Michigan Occupational Safety & Health Administration (MIOSHA)

Division: General Industry Safety & Health Division (GISHD)

Section: Employee Discrimination Section (EDS)

Work Location (City and Address)/Hours of Work: 530 W. Allegan Street, Lansing, Michigan 48933 / Monday - Friday 8:00 A.M. - 5:00 P.M.

General Summary of Function/Purpose of Position: This position provides advanced level secretarial and management assistant duties in the General Industry Safety & Health Division. This includes, but is not limited to: Interpreting division policies and procedures for staff and customers; preparation of materials for supervisor review; secretarial support to one Rights Representative Manager, three Rights Representatives, and one Safety Supervisor and their staff as assigned; intake of EDS complaints and related duties through the investigation process; processing and data entry of employee safety and health investigations and complaints; arrangement of staff training at the OSHA Training Institute in Chicago and conferences; arrangement of meetings and hotel reservations as assigned; entering investigation information into the federal databases, web-based Integrated Management Information System (IMIS) and the OSHA Information System (OIS); and maintaining all logs and files.

Assigned duties and tasks for each duty.

Duty 1: Serve as administrative secretarial support for EDS Manager, three field investigators, one General Industry Safety & Health Safety Supervisor and staff. Assist in management related areas.

- Makes independent decisions as it relates to EDS jurisdiction, and if appropriate intake the complaint. Occasional consultation with manager or investigator for extremely complex type cases.
- Interprets division policies and procedures for staff and customers as needed. Answers all EDS incoming calls; fielding questions from employees, employers, attorneys, and union representatives regarding employee rights and laws, i.e., MIOSHA, Civil Rights, National Labor Relations Board, Americans with Disabilities Act, Family Medical Leave Act.
- Places outgoing telephone calls and receives visitors for the union and division. Screens and answers inquiries from staff members and the general public regarding departmental policies and procedures. Refers inquiries of a more technical nature to appropriate professional staff member or proper governmental and private agencies. Prepare citations for mailing after citations have been signed by supervisor.
- Composes, letter format, and edits correspondence, reports, Agency, and Division instructions (using the document Management System), and other documents from rough drafts, notes, and dictation for appropriate signature.
- Prepares and edits correspondence, reports, data sheets, memos, vouchers, and other documents with some latitude as to the content from rough drafts, notes, and dictation for appropriate personnel.
- Serves as a liaison between the manager, supervisor and staff, between staff and the Lansing Office, and between staff and the public by transmitting information, explaining work instructions, and following up on assignments.
- Creates and protects confidential and sensitive documents.
- Prepares minutes of meetings from notes.
- Assists in the study of office operations and services and gives input recommendations for improving efficiency and economy of operations.
- Read incoming correspondence and reports, screening those items that can be handled personally and forwarding the rest to manager, supervisor and staff.
- Prepare daily data on case intake.
- Handle FOIA requests.
- Develops and maintains a variety of investigation/inspection tracking logs.
- Secures training and travel arrangements for manager and field investigators.

Duty 2: Process EDS complaints and appeals. Process General Industry Safety & Health employee complaints and second appeal files that are returned from the board.

- Review referrals of possible EDS complaints for jurisdiction. Contact complainants to obtain specific information and if appropriate, intake complaint. Sometimes this requires written correspondence.
- Prepare virtual file and provide assignment to investigators.
- Draft and mail correspondence to employers, complainants, and referring entities regarding their complaints.
- Process all EDS complaints and cases and prepare forms for investigation within deadlines; adding them to IMIS, enter in log, create virtual file, send letters along with any enclosures, track cases for virtual movement through the system, and send forms to investigators.
- Process EDS complaints that have been appealed and prepare for transfer to Appeals Division/MOHR.
- Track performance through quarterly and daily logs.
- Enter investigation and unprogrammed activity information in the OSHA Information System (OIS).
- Enter safety complaint, referral, and inspection data in the Universal Log (UL).
- Develops and maintains a variety of inspection tracking logs.
- Figure hold date, update UL and place in virtual file.
- Send inspection assignments to field staff.
- Draft and mail correspondence to employers, complainants, and referring entities regarding their complaints and inspections.
- Responds to employee complaints by letter with copies of any citation issued.
- Schedules informal conferences or informal reviews between complainants and division staff to discuss investigation results.
- Contacts safety or health staff by phone, e-mail, or fax and assign complaint number for investigation.
- Answers questions for the complainant or employer regarding the status of complaints consistent to the confidentiality requirements of Act 154, P.A. of 1974.
- Process second appeal files within the allotted time.
- Mark citations with the appropriate changes per judge's decision on penalty page.
- Process file for abatement, penalty or closing.
- Complete administrative support tasks within the required deadlines.

Duty 3: Maintain Office equipment and supplies for EDS.

- Responsible for equipment use and maintenance.
- Order supplies for office and field staff.
- Maintain reservations for conference room usage.

Duty 4: Other duties as assigned.

- Special projects as requested by manager, director and/or other managers.

Types of decisions made independently and whom or what those decisions affect: Determine timeliness of cases during intake process. Lodging reservations. Processing appeals, stating whether timely filed. Independent scheduling of duties based on an understanding of time critical issues. Division, agency, department level personnel, and Michigan workers are impacted by timely assignments to field staff.

Types of decisions that require the supervisor's review: Interpretations of occupational safety and health standards as listed on a complaint.

Assignment of personnel.

Unusual inquiries received from complainants or callers regarding a complaint.

Content of meeting agendas.

Travel vouchers.

Staff time sheets.

Physical effort used to perform this job and environmental conditions of this position: Typical office environment with extensive computer uses. This job requires the ability to withstand calls from upset employees and employers regarding EDS complaint allegations and/or unsafe working conditions. The secretary must be able to answer concerns with correct information, according to Act 154, P.A. 1974 (as amended). They must be able to work under deadline pressures, in addition to splitting their time between two different types of work.

The essential functions of this position: This position has the responsibility to ensure that case files are processed properly, being sure that all correspondence is error free, assisting in implementing the provisions of MIOSHA. Employee often works alone, makes independent decisions and must be a self-motivator. The employee must be able to work and communicate effectively with others.

The function of the position's work area and how it fits into that function: Assure protection of employees under the provisions of MIOSHA. This employee is responsible for all aspects of supporting the EDS Manager, Safety Supervisor, and field staff.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Secretary 9

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.

OR

Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of various computer programs such as Word, Excel, Power Point, Windows and some type of charting system.
- Must be able to communicate well with all levels of management, MIOSHA staff and the public.
- Employee must be an accurate work processor with a good understanding of grammar, punctuation, and spelling.
- Must be adaptable to frequent changes.
- Must be able to determine work priorities.
- Telephone etiquette and/or experience in telephone related duties.

CERTIFICATES, LICENSES, REGISTRATIONS:

None