

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

Position Code

1. GNOFASTEB03N

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) Office of Executive Affairs
4. Civil Service Position Code Description General Office Assistant-E	10. Division
5. Working Title (What the agency calls the position) General Office Assistant-E (5-E7)	11. Section Internal Affairs
6. Name and Position Code Description of Direct Supervisor GILBERT, SCOTT M; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor SMITH JR, KEVIN R; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Grandview Plaza 206 E. Michigan Ave., Lansing, MI 48909 / 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This position provides a wide range of office assistance to the Internal Affairs Section, 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: 50

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

Individual tasks related to the duty:

- Read and complete mail log entries for incoming mail from public and offenders.
- Prepare outgoing mail, for internal and external distribution.
- Scan and email files to MDOC administrators and other State agencies.
- Copy investigative documents.
- Print incoming documents, to be matched up with existing file folders.
- Maintain multiple cabinets of file folders by adding new folders and retrieving requested folders, while continuing numerical organization.
- Maintain folders of offender complaints, citizen complaints and complaints of discriminatory harassment.
- Prepare boxes of files for long-term storage in accordance with the retention schedule.
- 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: 20

Assist in overall processing of investigative files.

Individual tasks related to the duty:

- Process manager decisions from database on case assignments.
- Create and maintain investigation file folders for new cases.
- Prepare documents for review by the manager and/or administrator.
- Generate form letters for closed cases and discriminatory harassment related cases.
- Generate form memos for closed cases.
- Process and distribute mail received from offenders and public, as directed by the IA manager and/or Office of Executive Affairs Administrator.

Duty 3

General Summary:

Percentage: 15

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

Individual tasks related to the duty:

- Answer the IA mainline phone and respond and/or route calls as appropriate.
- 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 administrators' offices.
- Hand-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

General Summary:**Percentage: 5**

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 Internal Affairs processes and the Administrative Investigations Management (AIM) program.
- 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. 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 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):

- | | |
|---|--|
| <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. |

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?

The essential duty of this position is to provide clerical support to the Internal Affairs Section.

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

Establish position

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

The Internal Affairs Section is responsible for investigating allegations of employee misconduct. Misconduct includes violations of State and Federal law, employee work rules, and department policies. This position provides clerical support for the section.

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:

Comprehensive knowledge of how to use Microsoft Office programs. Ability to operate office machines, i.e. scanner, copier, fax, PC, printer, and shredder.

**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.

None

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

Appointing Authority

11/25/2019

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