

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

Position Code 1. GNOFASTE081R

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Highways
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Bay Region
5. Working Title (What the agency calls the position) General Office Assistant 5-E7	11. Section Operations
6. Name and Position Code Description of Direct Supervisor ULMAN, BRIAN C; ENGINEER MANAGER LICENSED-4	12. Unit Operations Administration
7. Name and Position Code Description of Second Level Supervisor RANCK, ROBERT A; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 5859 Sherman Road, Saginaw, MI 48604 / Mon-Fri; 7:30 a.m.-4:30 p.m. (hours may vary)
14. General Summary of Function/Purpose of Position Responsible for receiving, directing, and placing telephone calls supporting the Region Office; greeting, screening, and directing customers; and processing outgoing and incoming mail. Positively interacts with the public and department employees. Prepares memos and forms from verbal, written, or e-mail instruction supporting the executive area. Maintains filing system and file records in a timely manner. Upon receipt of invoice or statements, checks mathematical computation, verifies all pertinent information, and processes with procurement card or in purchasing program for prompt payment. Performs payroll functions in SIGMA as assigned. Maintains and stocks office supplies, forms, etc. Assists staff from other areas of the Bay Region office as assigned. Performs other administrative support functions as required.	

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

Provide administrative support for the Bay Region office.

Individual tasks related to the duty:

- Prepare letters, memos, and forms from verbal, written, or e-mail instructions. Compile documents to be included with correspondence, make necessary copies, and obtain required signatures. Maintain confidentiality. Proofread and correct prepared materials for correct grammar, spelling, punctuation, completeness, and content.
- Maintain filing system and file records in a timely manner. Gather, summarize, and document information and create reports.
- Maintain the office security system including distribution of security cards and office keys.
- Manage the tagged equipment inventory for the Bay Region office.
- Region Adopt-A-Highway coordinator. Assist customers with selecting segments of highway eligible for adoption, coordinate supply distribution, issue permits, assist with disseminating information regarding the program and scheduled clean ups. Maintain the database of participants.
- Maintain Automated External Defibrillator (AED) units for the Bay Region including changing pads, batteries, and software updates.
- Process year-end financial transaction organization process.
- Region pothole complaint coordinator. Maintain the pothole database for the Bay Region, communicate with Transportation Service Centers (TSC) regarding complaints.
- Assist other Region office administrative staff when available.
- Other duties as assigned.

Duty 2

General Summary:

Percentage: 25

Manage and process all region office purchases and contracts. Maintain and manage office equipment. Follow purchasing guidelines.

Individual tasks related to the duty:

- Operate and maintain standard office machines such as computers, copiers, and fax machines.
- Process financial documents using purchasing program or P-card and keep required documentation for the Executive Division and as needed by other sections.
- Upon receipt of invoices or statements, check mathematical computations, verify all pertinent information, and process for prompt payment. Compile and assemble proper payments and make necessary copies. Obtain authorized signature.
- Obtain bids, following purchasing guidelines for all purchases.
- Maintain contracts utilizing SIGMA or bid processes as requested.
- Enter data for processing into SIGMA financial.
- Electronically process P-card transactions into SIGMA financial.
- Prepare and maintain orders for bids.
- Region Cardiopulmonary Resuscitation (CPR) Coordinator - following purchasing guidelines, prepare CPR contract. Schedule training for each area, coordinating vendor and employee schedules.
- Region Safety Glasses Coordinator – following purchasing guidelines, assist employees in the ordering of prescription safety glasses for their personal protective equipment.
- Maintain proper documentation.
- Inspect contracted work.
- Other duties as assigned.

Duty 3

General Summary:

Percentage: 10

Process incoming and outgoing mail. Assist internal and external walk-in customers and assist/direct accordingly. Prepare documentation for internal and external customers.

Individual tasks related to the duty:

- Represent the Bay Region Office and the Department by responding appropriately to inquiries or questions.

- Open, sort, and distribute incoming mail.
- Maintain mailing supplies and postage.
- Sort, route, and prepare all outgoing mail and parcel packages as requested daily. Determine proper type of delivery.
- Provide back up for other region administration staff.
- Maintain and manage receptionist coverage and schedule. Coordinate with other region administration to ensure coverage. Distribute schedule and changes to region office and administration leadership.
- Be available to offer assistance for those using the conference room, if needed.
- Send and receive incoming fax messages and deliver to appropriate staff members.
- Positively interact with the public and department employees.
- Other duties as assigned.

Duty 4

General Summary:

Percentage: 10

Maintain office and facility needs.

Individual tasks related to the duty:

- Assist state worker position in the procurement of cleaning supplies.
- Schedule facility maintenance including fire extinguisher inspection, pest control, elevator inspection, etc.
- Other duties as assigned.

Duty 5

General Summary:

Percentage: 5

Order, maintain, and organize office supplies, safety supplies, etc. Manage conference rooms and maintain conference calls and webinars.

Individual tasks related to the duty:

- Inventory office supply area, determine needs, order supplies, and obtain necessary approvals.
- Check in all supplies received and distribute accordingly.
- Keep supply room neat.
- Purchase office equipment following purchasing guidelines.
- Obtain authorization for orders.
- Input, retrieve, update, or delete information on computer spreadsheets, databases, and files.
- Manage conference room scheduling.
- Organize and manage the region office conference rooms.
- Make sure the rooms are organized and prepared for major meetings.
- Manage conference call/Webinar contract.
- Other duties as assigned.

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

Determine priorities of clerical duties. When to order supplies, how much to order, and how much should be kept on hand for emergency back-up. Whenever possible, identify, recommend, and implement improvements in the work methods and materials utilized in the position. When confidentiality is needed working with specific H.R. sensitive materials.

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

When instructions are not clearly understood or interpretation of Department policy is needed.

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.

Ability to transport materials and/or office supplies which would include occasional lifting, stooping, and bending. Extended computer use. Ability to exercise good public relations under sometimes adverse conditions is required. Occasional travel to attend training, seminars, and meetings that could involve overnight stays is required. Requires ability to use a telephone, radio equipment and to assist visitors. Position may require availability outside normal working hours based on operational needs.

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?

Responsible for receiving, directing, and placing telephone calls supporting the Region Office; greeting, screening, and directing customers; and processing outgoing and incoming mail. Positively interacts with the public and department employees. Prepares memos and forms from verbal, written, or e-mail instruction supporting the executive area. Maintains filing system and file records in a timely manner. Upon receipt of invoice or statements, checks mathematical computation, verifies all pertinent information, and processes with procurement card or in purchasing program for prompt payment. Performs payroll functions in SIGMA as assigned. Maintains and stocks office supplies, forms, etc. Assists staff from other areas of the Bay Region office as assigned. Performs other administrative support functions as required.

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

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

This is the administrative services area of the Region responsible for budget preparation and control, personnel actions, labor relations, departmental programs, facility management, safety, and Region training.

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:

Knowledge of:

- Computer software applications.
- General record keeping.

- Office procedures and equipment.
- Correct word usage, spelling and punctuation.
- Composition of business correspondence.
- Techniques of receiving callers via phone or in person, and giving information.

Ability to:

- Understand and carry out oral and written instruction.
- Communicate effectively.
- Perform mathematical calculations.
- Compose routine correspondence and reports.
- Use diplomacy and discretion.
- Determine work priorities.
- Maintain confidentiality.
- Maintain favorable public relations.
- Maintain a positive attitude with the public.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Possession of a valid Driver's License is required.

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.

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

ASHLEY PARSONS

8/26/2024

Appointing Authority

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