

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

<b>Position Code</b> 1. STUDASTET44N
---

## 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> Cyber Security and Infrastructure Protection
<b>4. Civil Service Position Code Description</b> Student Assistant-E	<b>10. Division</b> Office of Infrastructure Protection
<b>5. Working Title (What the agency calls the position)</b> Student Assistant	<b>11. Section</b>
<b>6. Name and Position Code Description of Direct Supervisor</b> TRIBFELNER, MATTHEW D; DEPARTMENTAL MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> KNEPP, BRANDON J; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> Hannah Building / 8:00 a.m. to 5:00 p.m., Monday through Thursday
<b>14. General Summary of Function/Purpose of Position</b> This position is responsible for a range of office support assignments, including: answering telephone, email and face-to-face inquiries regarding OIP services; customer reception and greeting; assisting the card access team with photo ID and access card service delivery; other projects as assigned.	

**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: 40**

Assist card access team with photo ID and access card service delivery.

**Individual tasks related to the duty:**

- Greet customers and explain the ID and access card process
- Input customer information into the card access system
- Take customer photos
- Print ID cards
- Deliver ID cards as requested
- Handle requests and inquiries regarding ID and access card services
- Receive requests for services, initiate work requests and contact appropriate staff in a timely manner
- Prompt and accurate review and processing of requests for Contractor Security Clearance and Meeting Clearance
- Monitoring the DTMB-security email box
- Develop positive working relationships with recurring customers to instill confidence in OIP's ability to promptly and effectively handle requests for service

**Duty 2**

**General Summary:**

**Percentage: 40**

Telephone and email customer correspondence

**Individual tasks related to the duty:**

- Provide accurate, efficient and consistent service to customers
- Develop positive working relationships with recurring customers to instill confidence in OIP's ability to promptly and effectively handle requests for services
- Receive calls and emails from State employees, vendors and contractors
- Determine customer needs
- Direct customers to the appropriate contacts as necessary

**Duty 3**

**General Summary:**

**Percentage: 20**

Office support

**Individual tasks related to the duty:**

- ID printer basic maintenance and cleaning
- Multi-function machine maintenance: fill paper, ensure toner supply and call for service as needed
- Maintain a tidy and professional office atmosphere: ensure that the customer waiting area looks good, stock customer information handouts, keep printer and ID areas clean and neat
- Provide project support as needed

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

Decisions need to be made appropriate to departmental policies and procedures

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

Requests for expenditures of funds

Changes to policies, procedures, workflow processes or other guidelines

**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.**

Normal office environment, use of computer, prolonged periods of sitting and/or standing, bending, minor lifting, walking, driving a vehicle and working outdoors with exposure to inclement weather

**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, management prepared

**23. What are the essential functions of this position?**

Provide accurate, efficient and consistent service to customers.

Interact with customers verbally and in writing to meet needs, resolve problems and promote the Office of Infrastructure Protection.

**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?**

The card access team supports the DTMB card access system and creates, programs and issues employee ID and access cards. This position is responsible for providing related support.

**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.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to handle difficult/upset customers

Accuracy

Excellent customer service

Self-motivation

Organization

Oral and written communication skills

Working as part of a team

