

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

Position Code

1. GNOFASTEO49R

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.) Vacant	8. Department/Agency STATE POLICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of the Director
4. Civil Service Position Code Description General Office Assistant	10. Division Transparency and Accountability Division
5. Working Title (What the agency calls the position) General Office Assistant 5-7	11. Section Records Resource Section
6. Name and Position Code Description of Direct Supervisor Allison Dain, Department Manager 14	12. Unit Records Production Unit
7. Name and Position Code Description of Second Level Supervisor Lance Gackstetter, State Administrative Manager 15	13. Work Location (City and Address)/Hours of Work 7150 Harris Drive, Dimondale, MI 48821 Monday – Friday 8am to 5pm

14. General Summary of Function/Purpose of Position

This position serves as clerical support for the Records Resource Section (RRS). Duties include data entry of requests for records, duplicating and producing records, providing basic administrative support services to the section, and providing customer service to internal and external stakeholders. These functions include gathering, duplicating, mailing, emailing, faxing, or electronically transmitting reports and digital records, screening and routing calls received on the section's main telephone number, purging and updating files, and maintaining MSP's microfilm records which contain incident reports and electronic images of supplemental reports.

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: 30

Document Production

Individual tasks related to the duty:

- Maintain the shared email account for records production notifications.
- Access the records application, gather and duplicate the records for production to requesters.
- Prepare electronic media including flash drives and external hard drives for duplicating and producing records.
- Prepare the records for mailing by selecting the most cost-effective envelope and package the records for secure transport during transit.
- Email or mail notice of extension letters daily.
- Retrieve and distribute the section's daily mail.

Duty 2

General Summary:

Percentage: 30

Data Entry

Individual tasks related to the duty:

- Maintain the shared email account for new requests, internal and external inquiries, and general records management functions.
- Retrieve records requests from the section email box, mail, and facsimile machine and enter the requests into the section's record application.
- Distinguish between different types of requests (FOIA, subpoena, interdepartmental) and label them appropriately.
- Identify and label sensitive requests.
- Forward litigation holds to all necessary individuals within the agency.
- Contact legal offices and legal records services when subpoenas are improperly served.
- Provide Affidavits of Indigency to requesters who claim indigent status.

General Summary:

Percentage: 30

Section Support and Customer Service

Individual tasks related to the duty:

- Answer the sections main telephone number and respond to questions and inquiries from the public regarding the records request process. When appropriate and necessary, route phone calls to the appropriate member.
- Search for and retrieve records from microfilm reels for assistant FOIA coordinators and field personnel.
- Maintain a record of internal requests for reports.
- Assist with transferring files when requests need to be assigned to another processor.
- Answer questions regarding the procedure to file an appeal under the Michigan Freedom of Information Act.
- Provide payment receipts to requestors upon request.

Duty 4

General Summary:

Percentage: 10

Miscellaneous Duties

Individual tasks related to the duty:

- Assist with payment reconciliation utilizing the MiCARS application.
- Maintain appropriate inventory levels of supplies necessary to respond to requests including, but not limited to, flash drives, paper, envelopes, etc....
- Maintain various spreadsheets for the section.
- Assist with the annual processing of master files.
- Other duties as assigned.

Duty 5**General Summary:****Percentage:****Individual tasks related to the duty:****16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Refers individuals to the appropriate section staff. Distinguish between different types of requests (FOIA, subpoena, interdepartmental). Determines what internal members need regarding requests for legacy information or reports contained on the microfilm reels.

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

Daily job tasks are routine. However, situations where priorities conflict will be taken to the supervisor. Questions on policies and procedures are also determined by the supervisor.

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.

Duties are typically performed in the office environment. Lifting of record boxes when yearly MSP reports are brought in for scanning is required. Extended periods of sitting at a desk using a personal computer to complete data entry and duplicating records. Carrying mail and packages to and from the mail room.

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 Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Assign work.
N Approve work.
N Review work.
N Provide guidance on work methods.
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?

23. What are the essential functions of this position?

This position serves as clerical support for the Records Resource Section (RRS). Duties include data entry of requests for records, duplicating and producing records, providing basic administrative support services to the section, and providing customer service to internal and external stakeholders. These functions include gathering, duplicating, mailing, emailing, faxing, or electronically transmitting reports and digital records, screening and routing calls received on the section's main telephone number, purging and updating files, and maintaining MSP's microfilm records which contain incident reports and electronic images of supplemental reports.

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

No significant changes to the job duties since the last review.

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

The function of the work area is the administration of the Freedom of Information Act for the Department of State Police as well response to interdepartmental requests, civil, non-party subpoenas, and records management duties. As a member of the Transparency and Accountability Division, this position contributes to the transparency of the MSP and its commitment to maintain accountability. This position acts as the primary source of clerical support for the Records Resource 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:

Knowledge of Microsoft Office applications including word processing, spreadsheets, and databases. Strong organizational skills, initiative, and good time management are critical to success in this role. This position requires good judgment, discretion and tact to deal with the confidentiality of information on a regular basis.

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.

N/A

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

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