

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

Position Code

1.

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 DNR-NATURAL RESOURCES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Administrative Bureau
4. Civil Service Position Code Description SECRETARY-A	10. Division Finance and Operations Division
5. Working Title (What the agency calls the position) Secretary	11. Section Facilities Operations and Support
6. Name and Position Code Description of Direct Supervisor KIEFER, CHARLOTTE; ADMINISTRATIVE MANAGER-2 13	12. Unit Roscommon Customer Service Center
7. Name and Position Code Description of Second Level Supervisor SEARS, JEFFERY; STATE ADMINISTRATIVE MANAGER-1 15	13. Work Location (City and Address)/Hours of Work 8717 N Roscommon Road, Roscommon, MI Monday-Friday, 8:00AM – 5:00PM

14. General Summary of Function/Purpose of Position

Provide secretarial and management assistant services at the Roscommon Customer Service Center (CSC) for Law Enforcement, Fisheries, Wildlife and Parks and Recreation Divisions. Act as a liaison for program supervisors and their staff with daily operations as it relates to the programs and operations of the various divisions supported by this position. Provides customer service, both in-person and over the phone, by interpreting policies, procedures and laws, researching information and coordinating office activities.

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: 65

Perform management assistance support in administrative functions for the Law Enforcement, Fisheries, Wildlife and Parks and Recreation Divisions with programs and daily operations.

Individual tasks related to the duty:

- Compose and edit correspondence, permits, and documents for final signatures. Create and revise forms and reports relying on personal interpretation of department policies and procedures.
- Interpret and analyze incoming correspondence to determine their significance and plan their distribution.
- Assign inspections and tasks to field staff.
- Mitigate damage and nuisance issues.
- Serve as a liaison between management and individual staff by tracking and relaying information about job assignments.
- Proctor departmental exams (i.e. Falconry, Experienced Hunter, Inland Pilot, and Boater Safety).
- Report monthly mileage of state vehicles keep and file records according to retention schedule.
- Process bank deposits and complete required paperwork related to the transactions.
- Prepare permits following appropriate guidelines and procedures.
- Register and seal animals using Wild process, currently Wildmobile PDA.
- Obtain data, prepare and submit reports for wildlife sightings.
- Schedule staff meetings, arrange accommodations and meals. Transcribe minutes at meetings.
- Record, assign, log audits
- Process time and serve as timekeeper using currently Sigma.
- Develop and track various spreadsheets.
- Other duties as assigned

Duty 2

General Summary:

Percentage: 20

Responsible for providing support and back up coverage for the General Office Assistant (GOA). The GOA oversees a variety of general office assignments where the processing of documents and recording, retrieving and distribution of data or information is an essential and/or substantial part of the work.

Individual tasks related to the duty:

- Receive, screen, record and announce visitors. Receive and manage switchboard calls and telephone inquiries. Disseminate information regarding DNR rules, regulations, and procedures.
- Receive and respond to inquiries for directions, instructions, promotional material or other general information or refer such inquiries to the appropriate person(s).
- Explain procedures to remedy nuisance animal complaints.
- Use Retail Sales System to sell hunting & fishing licenses and other recreational permits and applications. Sell fuelwood permits.
- Receive, prepare and store deceased animals for necropsy testing.
- Collect and record data on wildlife sightings.
- Process refunds or re-issues from other vendors.
- Reconcile cash drawer and make bank deposits.

Duty 3

General Summary:

Percentage: 5

Assist field staff with tasks and responsibilities.

Individual tasks related to the duty:

- Research information necessary to start and complete projects.
- Record and inform staff of calls from the public.
- Order and maintain inventory of supplies.
- Type documents and permits. Submit to appropriate staff for final division approvals
- Input stewardship volunteer hours and tasks in Volunteer Tracking database.
- Prepare mass mailings for public events.
- Set up teleconferences.

Duty 4

General Summary:

Percentage: 5

Receive and process incoming and outgoing mail, email and faxes.

Individual tasks related to the duty:

- Operate fax machine, video conferencing equipment, phone system and other office equipment.
- Date stamp, read and analyze all incoming mail and faxes.
- Route and distribute incoming mail/email and faxes.
- Log and notify officers of court notices to appear and subpoenas.
- Prepare daily and weekly outgoing mail.
- Schedule pickup of special mailings to UPS and other delivery companies.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Attend annual training as scheduled by Finance and Operations Division.
- Spend a minimum of two days a year in the field with divisions supported by this position.
- Make recommendations for hunting and fishing guides.
- Maintain Citrix contact log. Indicate type and purpose for outside contacts.
- Interpret policies, procedures, and supervisor's point of view to communicate effectively with internal and external stakeholders.
- Complete forms in accordance with department procedures.
- Respond to external inquiries for employment/job postings.
- Liaison with other support departments and organizations.
- Serve as Finance and Operations Support

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

Regularly interpret rules and regulations, policies and procedures regarding various programs and resource activities within the state. It is essential to provide correct information since these interpretations affect the general public. Managerial supervision is limited for extended periods of time, therefore, it is necessary to be able to work independently and use a considerable amount of personal judgment.

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

Review permits for final approval.

Authorize issuance of certificates for individuals who pass our proctored exams.

Verify time and attendance data.

Authorize contact with and information given to members of the media.

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.

Position requires normal physical effort utilized in an office setting, including sitting for long periods of time. Environmental exposures are those consistent with normal office setting. At times, the handling, tagging and recording of information from harvested fish and game may be necessary.

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):

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|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

This position provides advanced secretarial management assistance support for four program divisions at the Roscommon CSC. The position interprets policies and procedures, regulations and requirements. Duties include composition of letters, scheduling of commitments for staff, and reviewing documents for prescribed requirements.

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?

The work area provides administrative and secretarial support for the program divisions District or Unit Managers assigned to the Roscommon CSC and also to nearby field offices and those staff that receive direction from this office. The work area also provides public contact through assisting office visitors with information requests, selling hunting and fishing licenses and other recreational permits and answering phone calls from the public. This position specifically supports Law Enforcement, Fisheries, Wildlife and Park and Recreation staff and is involved in-depth with hunting and fishing activities and customer service.

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:**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 and expertise with computer, word processing, spreadsheet and database programs. Public contact and telephone answering skills. Ability to work independently and in stressful conditions. Tactful, honest and trustworthy traits in working with the public and other employees.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

N/A

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