

**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)
4. Civil Service Position Code Description SECRETARY-A	10. Division FINANCE AND OPERATIONS
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	12. Unit Cadillac Customer Service Center
7. Name and Position Code Description of Second Level Supervisor SEARS, JEFF; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 8015 Mackinaw Trail, Cadillac MI 49601 MONDAY – FRIDAY 8AM-5PM Or approved alternative/remote work schedule

14. General Summary of Function/Purpose of Position

Provide secretarial and management assistant services at the Cadillac Customer Service Center (CSC) for Law Enforcement and Finance and Operations 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. Provide 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: 60

Provide secretarial support for staff of assigned divisions.

Individual tasks related to the duty:

- Edit, process, and compose letters and memorandums related to various division and department programs and issues using computer and various software programs.
- Compose and send letters.
Prepare and compile correspondence and reports for use by staff.
- Prioritize incoming correspondence and reports, screening those to be handled by self or supervisor.
- Make scheduling commitments and accommodation arrangements for staff for meetings, conferences, and special work assignments. Arrangements for meals as needed.
- Attend meetings and record minutes.
- Serve as liaison between office and field staff by relaying information relevant to their position, including policy and procedures, supervisor's instructions, complaints etc.
- Inform staff of deadlines and register staff for training.
- Reconcile license sales.
- Make bank deposits and track receipts.
- Maintain confidentiality regarding investigations, personnel matters, and management decisions.
- Monitor facility maintenance problems and report them to FOS supervisor; schedule repairs as directed.
- Perform related work as assigned.

Duty 2

General Summary:

Percentage: 20

Provide backup support for General Office Assistant.

Individual tasks related to the duty:

- Receive visitors and telephone calls.
- Provide information, answer questions, and offer assistance on DNR laws, programs, facilities, and regulations.
- Use electronic license system to sell hunting and fishing licenses and other recreational permits and applications.
- Process mail including certified and special mailings.
- Perform related work as assigned.

Duty 3

General Summary:

Percentage: 10

Establish and maintain program records and files.

Individual tasks related to the duty:

- Establish and maintain office files, logs, indexes, control records, and other information concerning the work of program divisions.
- Input, retrieve, update, or delete information from computer databases and files.
- Purge files per file retention schedule for each division.
- Perform related work as assigned.

Duty 4

General Summary:

Percentage: 5

Receive and process incoming and outgoing mail, faxes, and order supplies.

Individual tasks related to the duty:

- Process mail including certified and special mailings.
- Order forms, postage, and mailing supplies.
- Perform related work as assigned.

Duty 5**General Summary:****Percentage:** 5

Process time and attendance for employees.

Individual tasks related to the duty:

- Enter time and attendance hours and audit and assist staff with entering hours and use of timekeeping program; serve as backup for other timekeepers.
- Notify staff of changes in payroll deadlines as they occur.
- Collect and enter time for staff as needed on a bi-weekly basis. Verify hours and account codes, project and phase codes for accuracy and review for overtime and compensatory time use prior to submitting. Process SIGMA ESS adjustments, as necessary.
- Audit and submit TKUs for certification and release in a timely manner.
- Perform related work as assigned.

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

Interpret rules and regulations, policies and procedures regarding programs and resource activities within the state. These interpretations affect the public insuring correct information is provided.

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

Information provided to media requires supervisor approval. Interpretation of a new or revised policy or procedure or when situations are not covered by past practice, policy or procedure. Time and attendance data is certified and released by certifier and Human Resource Division. Use of leave time.

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 consistent with a 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):

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

23. What are the essential functions of this position?

Employees in this job coordinate office activities and perform secretarial assignments for professional or management staff in support of the on-going operations of the office. Secretarial assignments include such duties as office coordination, scheduling meetings, preparing, and maintaining office records, covering the front desk, reports, and correspondence pertaining to the professional(s)'s and/or management staff's area of responsibility.

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 divisions assigned to the Cadillac Customer Service Center and to numerous field offices and staff that receives direction from this office. The work area also provides public contact through answering phone calls, assisting office visitors with information requests, hunting and fishing licenses and other recreational permits.

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:

Developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of office practices, procedures, and computer software programs.

Knowledge of correct English usage and grammar.

Knowledge of the organization and composition of letters, minutes, reports, charts, and spreadsheets.

Knowledge of scheduling and coordinating travel arrangements.

Ability to type from clear copy at a rate of 40 net words per minute.

Ability to follow, apply, interpret, and explain instructions and/or guidelines.

Ability to determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to perform mathematical calculations.

Ability to communicate effectively.

Ability to compose routine correspondence and reports.
Ability to operate standard office equipment.

**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

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