

## 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> TRANSPORTATION CENTRAL OFFICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Development
<b>4. Civil Service Position Code Description</b> SECRETARY-A	<b>10. Division</b> Development Services Division
<b>5. Working Title (What the agency calls the position)</b> Management Assistant	<b>11. Section</b> Real Estate Services Section
<b>6. Name and Position Code Description of Direct Supervisor</b> VANIS, TERESA R; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> DOYLE, LARRY T; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 425 W. Ottawa Street, Lansing, MI 48909 / M-F 7:30 a.m. - 4:30 p.m. (or supervisor approval)
<b>14. General Summary of Function/Purpose of Position</b>	
<p>This position serves as management assistant to the Real Estate Services Section Manager. The management support provided by the position requires thorough knowledge of activities, practices, policies, and procedures of the Real Estate Services Section and Development Services Division. This position works within specified and often limited timeframes and requires balancing of multiple, often competing priorities. Administratively assists with activities related to the overall function of the Real Estate Services Section and individual functions of the Project Support Unit, Program Services Unit, and Property Management Unit.</p> <p>Based on knowledge of the organization, serves as liaison to higher management, stakeholders, and the public in answering questions related to the Real Estate Services Section and the Development Services Division. Reviews outgoing correspondence for content, conformity, procedural requirements, and inclusion of necessary background materials. Maintains correspondence and filing for the section, processes payments in Statewide Integrated Governmental Management Applications (SIGMA), schedules training, meetings and conferences, and serves as Real Estate Services Section timekeeper. Serves as a member of the Division Administrative Support Team and provides backup to all members of the team. Whenever possible, identify, recommend, and implement improvements in work methods and materials used within the Section and the Division. Provide other administrative support duties and special assignments as requested.</p>	

**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: 35**

Perform management assistant and advanced administrative assistant assignments for the Real Estate Services Section and the individual Units of the Section.

**Individual tasks related to the duty:**

- Read and review incoming correspondence and reports, screen those items that can be handled personally and forward remaining to staff and supervisor as appropriate.
- Review outgoing correspondence for content, conformity, procedure requirements and inclusion of necessary background and/or supplemental materials.
- Using the Correspondence Manual, prepare correspondence for signature by the Division Administrator, Bureau of Development Director, Chief Operations Officer, and the Director. Determine staff member to respond to letters. Monitor status to ensure that inquiries are responded to promptly and are within the time frame given by the department guidelines.
- Compose, review, edit and prepare letters, memos, reports and other material from verbal or written instructions. Review for correct grammar, spelling, punctuation, letter format, completeness and content. Compose correspondence and determine need for follow-up by professionals in area.
- Attend section and Real Estate Management Team meetings and coordinate the agenda as needed.
- Attend Real Estate Alignment Team (REAT) meetings and prepare minutes and distribute as needed.
- Prepare agendas and collect materials for meetings, training sessions and conferences.
- Schedule meetings for staff as requested including arranging for audio/visual or conference calling equipment and reserving locations.
- Schedule and coordinate travel arrangements for the manager, supervisors, and staff, as requested.
- Maintain confidentiality of documents and information received.
- Post records in Land Asset Management Data Application (LAMDA). Revise forms and documents and update the Real Estate Procedure Manual and Desk Reference Manual.
- Perform miscellaneous duties in the absence of other Administrative Assistants.

**Duty 2**

**General Summary:**

**Percentage: 20**

Serve as a member of the Development Services Division Administrative Support Team and provide backup to all members of the team.

**Individual tasks related to the duty:**

- Answer staff questions requiring interpretation of the section manager's viewpoint on their behalf.
- Serve as liaison to higher management and other stakeholders in answering questions related to Real Estate programs based on knowledge of the organization.
- Serve as liaison between section head and staff from other areas of the department and other agencies throughout the state (including county, city, state, and federal agencies); transmit information, explain appropriate work instructions, follow up on assignments and maintain confidentiality of documents and information received.
- Work with other administrative staff to receive and/or monitor status of correspondence received in the Division which needs response by MDOT's director/executive office. This may include determining which staff members need to prepare a response and monitor status to ensure inquiries are responded to promptly and are within the time frame given by department guidelines.
- Whenever possible, identify, recommend, and implement improvements in work methods and materials used within the Section and the Division.
- Serve on committees concerning administrative assistant matters.
- Provide back-up assistance to the Division Administrator's executive assistant and all other division secretaries.
- Other administrative support duties/special assignments as directed by the Division Administrator and/or Section Managers.

**Duty 3**

**General Summary:**

**Percentage: 20**

Provide education support for statewide Real Estate staff for real estate training and continuing education training for staff who hold a real estate and/or appraisal license.

**Individual tasks related to the duty:**

- Coordinate the scheduling and organization of statewide real estate training and continuing education classes for real estate and appraisal licenses.
- Point of contact for questions pertaining to statewide real estate training and real estate and appraisal license continuing education.
- Secure training funds for real estate training and continuing education by coordinating with Development Services Division training coordinator.
- Arrange specific real estate training for individual staff as needed by job function.
- Maintain statewide training records and education training curriculum.
- Participate as a member of the real estate conference committee to include real estate training as part of the conference activities.

**Duty 4**

**General Summary:****Percentage: 20**

Initiate SIGMA Financial documents related to Real Estate Services Section work and other miscellaneous activities/purchases. Perform the timekeeper functions for the Real Estate Services Section.

**Individual tasks related to the duty:**

- Initiate, develop and close out SIGMA Financial documents including, but not limited to: Master Agreements (MA), Delivery Orders (DO), Contracts (CT), Receivers (RC), Invoices (IN), related to real estate contracts.
- Assist in maintaining detailed and complete records regarding consultant payments.
- Review and process, invoices using SIGMA and LAMDA.
- Assist in researching, analyzing, and resolving invoice discrepancies as needed.
- Provide special reports, as needed, to the section manager and division administrator.
- Review timesheets for completeness, including appropriate use of all hour types and comments when appropriate or required.
- Notify supervisor when timesheets are missing and when payroll audit is completed.
- Modify timesheets whenever appropriate or necessary to adjust for any changes occurring after submission by employees.

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

Other duties as assigned.

**Individual tasks related to the duty:**

- Duties as assigned by supervisor.

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

Determine priorities of workload in relation to deadlines and importance of project activity, handling correspondence and work assignments requiring immediate action during supervisor's absence. Assist outside inquiries from both within and outside the department in finding answers to their questions or direction them to staff with the needed knowledge. These decisions directly affect flow of work to unit personnel, the quality of our service of our units and project delivery for our customers. Decisions on administrative assistant responsibilities, determining priority projects, and in the absence of the manager, decide who should respond to an urgent non-routine request or what available information should be given out.

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

Interpretation of policy or procedure changes or when a new situation occurs that could impact department/division policies or procedures. Matters involving non-routine procedures when guidelines or knowledge of previous situations do not exist

**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.**

**Physical:** Ability to transport supplies and moderately heavy files. Typical duties associated with an office setting. Extensive use of a computer. **Environmental:** Ability to communicate complete and accurate information in both written and verbal form. Need to maintain composure during stressful or busy situations occurring as a result of workload and deadlines from multiple staff needs. Individual initiative is required to complete projects expeditiously. Handling difficult phone calls from people frustrated or angry at the system requiring the use of tact and diplomacy. Recognize priorities and the need for absolute confidentiality of some matters. Position is the first link to outside customers and, as such, an important part of the team providing quality services. **Other:** Ability to travel, when necessary, which may require sitting for long periods of time

and overnight stays (when attending or hosting a conference). 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?**

This position serves as management assistant to the Real Estate Services Section Manager. The management support provided by the position requires thorough knowledge of activities, practices, policies, and procedures of the Real Estate Services Section and Development Services Division. This position works within specified and often limited timeframes and requires balancing of multiple, often competing priorities. Administratively assists with activities related to the overall function of the Real Estate Services Section and individual functions of the Project Support Unit, Program Services Unit, and Property Management Unit.

Based on knowledge of the organization, serves as liaison to higher management, stakeholders, and the public in answering questions related to the Real Estate Services Section and the Development Services Division. Reviews outgoing correspondence for content, conformity, procedural requirements, and inclusion of necessary background materials. Maintains correspondence and filing for the section, processes payments in SIGMA, schedules training, meetings and conferences, and serves as Real Estate Services Section timekeeper. Serves as a member of the Division Administrative Support Team and provides backup to all members of the team. Whenever possible, identify, recommend, and implement improvements in work methods and materials used within the Section and the Division. Provide other administrative support duties and special assignments as requested.

**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 Real Estate Services Section is responsible for statewide policy, procedure, guidelines, technical expertise, problem solving, training, consultant lists, litigation coordination and forms in support of the Regions, Development Services, and the Attorney General's Office by providing appraisal, acquisition, relocation, title abstracting, tax payment services, consultant contracting, Local Public Agency compliance, right of way clearance, risk management, and special projects.

As administrative assistant to the Section Manager, this position provides essential administrative support and acts as an essential link between administration and staff.

**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:**

Good typing and word processing skills. Knowledge of SIGMA and OneNote is desirable. Ability to communicate effectively, both verbally and in writing. Ability to develop and maintain good interpersonal and working relationships with both internal and external customers Experience with Outlook, Word and Excel computer programs. Ability to adjust to changing deadlines or revised priorities as requested by the immediate supervisor.

**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.*

ASHLEY PARSONS

11/19/2024

\_\_\_\_\_  
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