

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. SECRTRYAO21R

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 EDUCATION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description SECRETARY-A	10. Division Division of Assessment, School Improvement, and Systems Support
5. Working Title (What the agency calls the position) Literacy Unit Secretary	11. Section Office of Educational Supports
6. Name and Position Code Description of Direct Supervisor RAWLS-SMITH, DENESHA N; EDUCATION CONSLTNT MGR-5	12. Unit Literacy
7. Name and Position Code Description of Second Level Supervisor SAYLOR, JENNIFER; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 608 W. Allegan, Lansing, MI / Monday - Friday 8:00 am - 5:00 pm

14. General Summary of Function/Purpose of Position

This position functions as a management assistant providing advanced secretarial support to the supervisor and staff in the Literacy unit and the Office of Educational Supports (OES). This position interprets policies and procedures, including the supervisor's point of view; serves as a liaison to staff and higher-level management; and performs assignments according to the mission of the unit and office. Duties include working with various software, databases, and spreadsheets to complete assignments. Handles correspondence, maintains files, schedules meetings, makes travel arrangements, maintains school records, handles phone calls, and performs other related duties for assigned staff in the Literacy unit.

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

Provide management assistance and advanced secretarial support to assigned unit managers including correspondence-related services, meetings, workshops and travel arrangements

Individual tasks related to the duty:

- Interpret the manager's point of view and serve as a liaison between the supervisor, manager and the staff by transmitting information, explaining appropriate work instructions, and following up on assignments.
- Make scheduling commitments to include arrangements for statewide workshops/conference sites, including the preparation and processing of necessary paperwork.
- Interpret MDE and OES policies and procedures to manage the flow of work within the unit.
- Update management on status of issues before scheduled meetings.
- Attend department-sponsored training and informational meetings and provide report to management.
- Assist in creating and revising forms, propose procedures, formats and standards for office correspondence.
- Read incoming correspondence and reports, screening those items that can be handled personally and forwarding the rest to the unit supervisor, manager, or other appropriate staff members.
- Assist in the study of office operations and services and provide input recommendations for improving efficiency and economy of operations; make recommendations regarding the purchase of equipment.
- Prepare unique requests for supervisor, manager, and staff including out-of-state travel, flight and conference registrations, and travel reimbursement vouchers.
- Prepare and edit correspondence and reports with some latitude as to content and format.
- Maintain the manager and staff member calendars.
- Maintain confidentiality.

Duty 2

General Summary:

Percentage: 35

Provide a range of advanced support activities to the Office of Educational Supports and the Literacy unit.

Individual tasks related to the duty:

- Compose, format, prepare, and edit correspondence and reports with attention to ADA compliance, potential bias, and spelling, punctuation, and grammar.
- Provide back-up assistance to other office and unit support staff, as needed.
- Assist onboarding new staff members in acclimating to and learning about the unit and office policies and procedures.
- Assist with transitioning departed staff members.
- Follow office procedure in conducting business, maintaining phone coverage, ordering and tracking the acquisition of supplies, materials and equipment to best satisfy unit needs.
- Maintain phone coverage during business hours.
- Assist with large-scale mailings and office-wide projects.
- Participate in training, particularly in current technology.

Duty 3**General Summary:****Percentage: 15**

Organize and maintain records of grants and waivers

Individual tasks related to the duty:

- Review and evaluate grant documentation including applications, reports, invoices, and other documents to determine if prescribed requirements are met for approval.
- Prepare letters for approval for operation.
- Process paperwork for state aid purposes.
- Maintain contract files and documents.
- Maintain all related files for the unit, office, and department oversight, technical assistance, and audit purposes.

Duty 4**General Summary:****Percentage: 5**

Effectively use technology to support the work of the office.

Individual tasks related to the duty:

- Assist with the planning, set-up, and operation of technical assistance webinars.
- Assist with the maintenance of the unit website, to ensure documents are added and removed timely.
- Composes and share documents electronically.
- Establish and maintain an electronic document tracking system to ensure critical deadlines are met.
- Summarize tracking information, prepare reports, and advise management.
- Retrieves data and information from the various grant and fiscal management tools and the departments and unit's websites.
- Assist with processing and tracking payments in SIGMA.

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

Other duties as assigned

Individual tasks related to the duty:

- Assist the supervisor and manager of the unit with other duties as issues arise.
- Other duties as assigned.

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

This person makes independent decisions on how to handle incoming phone inquiries/requests and how to route correspondence. This position utilizes considerable independent decision making and problem solving skills. This person format documents and reports, establish priority of tasks, follow up on unfinished projects and tasks, and exercise significant knowledge of unit, office and department operations and priorities. Also, work independently with limited guidance from supervisor and using discretion in interpreting and applying instructions, as well as sound judgment in administrative assistant duties. Must work effectively, efficiently and accurately to ensure timelines are met.

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

Unusual or unclear requests, when the best action conflicts with established policies and procedures, and new situations.

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.

This position requires standing, walking, and extensive sitting and computer use; bending is required for filing purposes. Average lifting of materials is possible. Some travel may be required.

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 functions as a management assistant providing advanced secretarial support to the supervisor and staff in the Literacy unit and the Office of Educational Supports (OES). This position interprets policies and procedures, including the supervisor's point of view; serves as a liaison to staff and higher-level management; and performs assignments according to the mission of the unit and office. Duties include working with various software, databases, and spreadsheets to complete assignments. Handles correspondence, maintains files, schedules meetings, makes travel arrangements, maintains school records, handles phone calls, and performs other related duties for assigned staff in the Literacy unit.

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

NA.

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

The function of the Literacy unit is to fulfill the department's leadership and administrative responsibilities for technical assistance and support to the field on literacy. This position provides advanced secretarial support for the staff in the Literacy unit, including review of grant applications and reports, development of informational materials, planning workshops, technical assistance, and program reviews. This position also provides database and spreadsheet system support for applications and resources to assist public school academies and local school districts.

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:

- Organization and planning skills
- The ability to work effectively in a team
- The ability to analyze and solve problems
- Excellent communications skills, including oral, written and listening skills
- The ability to provide constructive feedback
- Interpersonal and small group communication skills
- Telecommunication skills (telephone etiquette, set up conference calls)
- Technology skills including the use of unit, office and department software (NEXSYS, GEMS, CMS, SIGMA, Outlook, and the Microsoft and Google suite of tools).
- Knowledge of office practices, procedures and computer software programs.
- Knowledge of correct English usage, spelling, and punctuation.
- Knowledge of the organization and composition of business letters, minutes, reports, etc.
- Knowledge of the techniques of receiving calls, making appointments, giving information.
- Ability to organize, plan, and determine work priorities.
- Ability to maintain office records including filing.
- Ability to take notes as necessary and prepare minutes of meetings as appropriate.
- Ability to work effectively in a team.
- Ability to analyze and solve problems.
- Ability to communicate effectively (excellent communication skills, including oral, written and listening skills).
- Ability to use diplomacy and discretion in giving out information and in referring and directing callers and visitors.
- Basic telecommunication skills (telephone etiquette, set up conference calls).
- Basic technology skills (word processing, database, email).

CERTIFICATES, LICENSES, REGISTRATIONS:

NA.

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.

NA.

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