

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 TRANSPORTATION CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Highway Operations
4. Civil Service Position Code Description SECRETARY-E	10. Division University Region
5. Working Title (What the agency calls the position) Operations Unit Secretary	11. Section Lansing TSC
6. Name and Position Code Description of Direct Supervisor LONGWORTH, MELISSA R; ENGINEER MANAGER LICENSED-3	12. Unit Maintenance
7. Name and Position Code Description of Second Level Supervisor CHELOTTI, ERIN M; ENGINEER MANAGER LICENSED-4	13. Work Location (City and Address)/Hours of Work 2700 Port Lansing Rd., Lansing, MI 48906 / 6:00 am - 2:30 pm Mon thru Fri (Hours may vary)

14. General Summary of Function/Purpose of Position

This position provides secretarial support to the Operations Unit and Lansing Transportation Service Center (TSC) maintenance garages. Some of the secretarial duties include, but are not limited to: prepare and maintain office records; schedule meetings; payroll/timekeeping processing; accounts payable and purchase processing; prepare and/or review correspondence and reports; provide customer service via email, assist walk-in customers, and customers that call in; office communications including incoming calls, emails, and mail/shipments; maintain office supplies and office equipment. In addition, the position is responsible for assisting the Lead TSC Secretary 9 and supporting functions of the Lansing TSC. This position requires possession of a valid driver's license to perform on-site support at various garages.

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

Provide secretarial support to the Operations Unit and Lansing TSC maintenance garages. This duty requires possession of a valid driver's license to perform on-site support at various garages.

Individual tasks related to the duty:

- Prepare and proofread letters, memos, meeting minutes and forms for internal and external customers per the Michigan Department of Transportation (MDOT) Communications Manual.
- Represent the operations unit and maintenance garages in responding appropriately and timely to inquiries and questions, which includes but is not limited to receiving calls, emails, etc.
- Serve as a timekeeper responsible for the timely review and approval of employee timesheets ensuring compliance with Civil Service rules/regulations, collective bargaining agreements, and MDOT policies/procedures and ensuring accurate coding. Review and ensure equipment usage is tracked and entered appropriately. Assist employees with timesheet corrections.
- Compile documents to be included with correspondence, make necessary copies, and obtain required signatures. Maintain confidentiality.
- Maintain tracking systems regarding facility and equipment repairs as well as property damage claim costs by entering, retrieving, updating, and verifying information.
- Determine needs for office supplies and process orders.
- Process financial documents in Statewide Integrated Management Application System (SIGMA) and keep required documentation, including, but not limited to invoices, purchase orders, requisitions, and delivery orders.
- Ensure garage vehicles and equipment charges are properly recorded in appropriate monitoring systems.
- Coordinate training for staff and maintain a record of completed trainings and/or certifications.
- Assist staff with filing, documentation, correspondence and record keeping, including confidential material.
- Ensure compliance with federal and state hazardous materials and waste regulations by assisting garage staff with environmental audit tracking.
- On-site support for purchasing, inventory tracking, and stocking supplies at maintenance garages.

Duty 2

General Summary:

Percentage: 30

Support all TSC and maintenance garage functions and assist the Lead TSC Secretary 9.

Individual tasks related to the duty:

- Greet customers either in person or by phone in a pleasant manner.
- Direct customers to the appropriate work area of MDOT to assist in providing a timely and efficient response to their inquiry.
- Assist in responding and processing damage claims.
- Assist the Lead TSC Secretary 9 when needed with tasks to include but are not limited to maintaining computer accounts, maintenance and reporting of equipment, travel needs, scheduling of training, etc.
- File documents and correspondence. Open, stamp, and distribute incoming mail and process outgoing mail. Set up and maintain filing system at TSC and maintenance garage facilities.
- Assist maintenance garage supervisors with tasks to include but not limited to maintaining computer accounts, maintenance and reporting of equipment, travel needs, scheduling training, etc.

Duty 3**General Summary:****Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Assist the Operations Engineer Supervisor with administrative tasks for MDOT projects upon request.
- Serve on region and statewide teams and projects upon request.
- Coordinate with professionals inside and outside of MDOT for the completion of project and office tasks.
- 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.

When supervisor is out of the office and a communication is received which warrants immediate action rather than waiting for the supervisor to return.

Whenever possible, identify, recommend, and implement improvements in the work methods and materials utilized in the position.

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

When instructions are not clearly understood, or interpretation of department policy is needed

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.

Ability to transport materials and/or supplies. Position requires extensive use of a computer. Occasional travel to attend training, seminars, meetings that could involve overnight stays is required. Position may require availability outside normal working hours based on operational needs.

This position requires possession of a valid driver's license.

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 provides secretarial support to the Operations Unit. Some of the secretarial duties include, but are not limited to: prepare and maintain office records; schedule meetings; payroll/timekeeping processing; accounts payable and purchase processing; prepare and/or review correspondence and reports; provide customer service via email, assist walk-in customers, and customers that call in; office communications including incoming calls, emails, and mail/shipments; maintain office supplies and office equipment. In addition, the position is responsible for assisting the Lead TSC Secretary 9 and supporting functions of the Lansing TSC.

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 Operations Unit is responsible for administering maintenance and operations activities as well as maintaining all state trunklines in Eaton and Ingham County and a portion of the state trunklines in Clinton County. This position is essential to all secretarial support duties.

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 7

Two years of office experience involving administrative support practices, including one year equivalent to 6-level administrative support experience.

Secretary E8

Three years of office experience involving administrative support practices, including one year equivalent to experienced-level administrative support work or equivalent to a Secretary 7 or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Office practices, procedures and equipment.
- Spelling & punctuation; composition of business correspondence
- Techniques of receiving callers via telephone or in person, making appointments, giving information, etc.
- State procurement software (SIGMA), & Microsoft Office.

Skilled in:

- Good typing skills & computer experience.

Ability to:

- Follow complex instructions, work independently.
- Communicate effectively; explain instructions & guidelines to others effectively.
- Use diplomacy & discretion; determine work priorities; work under adverse conditions.
- Perform mathematical calculations; compose routine correspondence and reports.
- Maintain confidentiality.
- Exercise good public relations under sometimes adverse conditions.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of a valid driver's license is required and must maintain throughout employment in the position.

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.

CHRISTINA TIJERINA

Appointing Authority

2/5/2026

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