

**State of Michigan
Civil Service Commission**

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

Position Code

1. SEMA2

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 TECH, MGMT AND BUDGET - IT
3. Employee Identification Number 	9. Bureau (Institution, Board, or Commission) AGENCY SERVICES SUPPORTING DTMB (SBO & ORS), DNR, EGLE, MDARD
4. Civil Service Position Code Description Senior Exec Mgt Asst-2	10. Division
5. Working Title (What the agency calls the position) EXECUTIVE ASSISTANT	11. Section
6. Name and Position Code Description of Direct Supervisor FRICK, HEATHER; SENIOR MANAGEMENT EXECUTIVE	12. Unit
7. Name and Position Code Description of Second Level Supervisor FRICK, HEATHER; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work DEBORAH STABENOW BUILDING, 525 W ALLEGA ST, LANSING MI / M-F, 8AM TO 5PM (HYBRID)

14. General Summary of Function/Purpose of Position

This position provides full range high-level administrative and executive support to the DTMB Agency Services General Manager (GM) supporting DTMB, (SBO & ORS) DNR, EGLE, MDARD. Acting as a key liaison between the GM and Business Relationship Managers (BRM), staff, and external partners. The role requires limited guidance and demonstrating considerable sound judgment, discretion, and the ability to manage sensitive matters independently.

Key responsibilities include managing the GM's and BRM's calendar, shared calendars for GM area, coordinating meetings and travel, preparing executive communications, and maintaining control of key correspondence and records. The position also leads and supports clerical staff within the GM's area of responsibility, ensuring smooth coordination and consistent administrative practices across the team.

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

Serve as Executive Assistant to the General Manager

Individual tasks related to the duty:

- Manages the GM's, BRM's and shared calendars and engagements: Coordinates meetings, prepares agendas, and ensures all materials are ready for executive briefings, presentations, and conferences.
- Supports progress on executive priorities: Maintains and updates the GM's and BRM's action log, tracking high-priority items, and ensuring timely responses and progress updates.
- Ensures accountability across the team: Proactively follows up with staff on outstanding assignments and deadlines, compiling and reviewing data for the organization, and helping maintain momentum on key initiatives.
- Serves as a trusted liaison: Disseminates information clearly and professionally across the organization, handling sensitive and confidential information with discretion.
- Coordinates executive travel and logistics: Oversees all travel arrangements for the GM and accompanying staff, and prepares accurate, timely travel expense reports.
- Leverages digital collaboration tools to streamline communication and workflow.
- Supports special projects or initiatives by coordinating logistics, tracking progress, or preparing briefing materials.
- Tracks key metrics and deliverables related to executive priorities or team performance.
- Acts as timekeeper: Reviews and audits timekeeping records to ensure accuracy and adherence to policy.
- Supports team development: Provides mentorship and guidance to other administrative staff, fostering a collaborative and growth-oriented environment.

Duty 2

General Summary:

Percentage: 20

Executive communication and information management

Individual tasks related to the duty:

- Drafts and refines executive correspondence: Prepares, edits, and formats letters, memos, and both routine and complex communications on behalf of the GM and BRMs, ensuring clarity, tone, and alignment with leadership priorities.
- Produces high-quality documents: Types and formats reports, meeting summaries, and other materials using modern office software and collaboration tools.
- Manages incoming communications: Reviews and triages all incoming mail and messages for the GM and BRMs, identifying items requiring immediate attention and routing others to appropriate staff for action.
- Distributes high-level inquiries strategically: Assesses the nature of urgent or sensitive correspondence and assigns follow-up to the appropriate team members, ensuring timely and accurate responses.
- Responds independently when appropriate: Drafts responses based on established guidelines, institutional knowledge, and the GM's perspective, reducing the need for direct involvement in routine matters.
- Oversees quality control of outgoing materials: Reviews and finalizes documents prepared by staff for the GM's signature, ensuring accuracy, completeness, and professionalism.
- Maintains organized executive records: Manages the GM's and BRMs' digital and physical files, ensuring secure, efficient access to key documents and historical records.
- Guides administrative best practices: Trains and advises administrative staff on current correspondence standards, office protocols, and evolving tools and technologies.

Duty 3

General Summary:

Percentage: 15

Office operations and Team coordination

Individual tasks related to the duty:

- Oversees day-to-day office operations: Ensures the office runs smoothly by proactively identifying and addressing administrative needs.
- Interprets and communicates procedures: Reviews work instructions and guidelines, translating them into clear direction for administrative staff.
- Leads and supports administrative team cohesion within the GM area: Organizes and guides clerical/administrative support staff to foster a collaborative, high-performing team environment.
- Facilitates cross-functional coordination: Promotes seamless communication and workflow between all administrative support roles to enhance efficiency and service delivery.
- Aligns support with leadership priorities: Understands and anticipates management needs, taking initiative on tasks and projects that align with executive goals and priorities.
- Promotes a respectful, inclusive, and collaborative office culture, modeling professionalism and supporting equal employment opportunity efforts in communications and team interactions.

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

Handles inquiries and issues from the public, internal offices, and divisions by identifying the appropriate contacts and facilitating timely resolution. Develops and maintains organized filing and recordkeeping systems. Coordinates meetings by managing logistics such as location, timing, and participant notifications. Provides immediate support to employees when urgent issues arise.

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

Provides clarification and guidance on special assignments requiring technical expertise or when departmental policies are ambiguous. Offers direction and mentorship to administrative support staff within the General Manager's area of responsibility, fostering consistency and professional growth.

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.

Typical office environment.

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):

- | | |
|---|--|
| ☐ 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?

Key responsibilities include managing the GM's and BRMs' calendar, coordinating meetings and travel, preparing executive communications, and maintaining control of key correspondence and records. The position also leads and supports clerical staff within the GM's and BRMs' area of responsibility, ensuring smooth coordination and consistent administrative practices across the team.

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

New Establishment

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

The agency services general manager (GM) is responsible for delivering information technology (IT) services to the DTMB, SBO & ORS. This includes oversight of project development, technical support, information management, and the maintenance and operation of it systems. The gm leads all it support functions for the assigned agencies. This position serves as the senior executive assistant to the GM and BRM, providing high-level administrative, operational, and strategic support.

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:

Senior Executive Management Assistant 11

Six years of office experience involving administrative support practices, including four years equivalent to experienced, E7-level, administrative support worker, Secretary 7, or Legal Secretary 7; three years equivalent to an advanced, 8-level, administrative support worker, Secretary E8, or Legal Secretary E8; two years equivalent to a Secretary 9, Legal Secretary 9, or Senior Executive Management Assistant 9; or, one year equivalent to the Division Head Legal Secretary 10 or Executive Secretary E10.

Alternate Education and Experience

Senior Executive Management Assistant 9, Senior Executive Management Assistant 11, Senior Executive Management Assistant 13, 15

Possession of an associate's degree in applied arts and sciences in an executive secretarial science curriculum may be substituted for one year as a Secretary 9.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong knowledge of office operations, administrative procedures, and workflow coordination
- Familiarity with State of Michigan (SOM) Records Management practices and retention policies
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) and other collaboration tools
- Skilled in drafting, editing, and formatting professional correspondence, reports, and meeting materials
- Excellent command of English grammar, spelling, punctuation, and business writing standards
- Ability to manage executive calendars, schedule meetings, and coordinate travel and logistics
- Knowledge of organizational structure, staffing, and internal communication protocols
- Ability to interpret and apply policies, procedures, and guidelines to unique or complex situations
- Strong interpersonal and communication skills, with the ability to interact professionally at all levels
- Ability to handle confidential and sensitive information with discretion and sound judgment
- Experience mentoring and guiding administrative staff in best practices and office procedures
- Ability to anticipate executive needs and proactively manage priorities and follow-ups
- Skilled in managing digital and physical filing systems for efficient document access and control
- Ability to assess inquiries and route them to appropriate contacts for resolution
- Strong organizational and time management skills, with the ability to manage multiple priorities
- Demonstrated understanding of the GM's leadership style, priorities, and decision-making approach
- Ability to remain flexible and responsive in a fast-paced, dynamic environment
- Knowledge of form design, usage, and documentation standards
- Experience coordinating meetings and events, including logistics, materials, and participant communication
- Ability to support special assignments requiring technical understanding or policy interpretation

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.

N/A

I certify that the entries on these pages are accurate and complete.

SHANITRA FLUELLEN

Appointing Authority

8/27/2026

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