State of Michigan
Civil Service Commission

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

Position Code
1. SOCASPV1A67N

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** MDHHS-WAYNE COUNTY
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)**
4. Civil Service Position Code Description SOCIAL SERVICES ADMIN SPV-1	**10. Division**
5. Working Title (What the agency calls the position) Social Services Administrative Supervisor 11	**11. Section**
6. Name and Position Code Description of Direct Supervisor LACHAY WILSON ; SOCIAL SERVICES DIVISION ADMIN 17	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor COOPER, RAYMOND; STATE DIVISION ADMINISTRATOR 17	**13. Work Location (City and Address)/Hours of Work** Conner District, Wayne Co. / 8-5

14. General Summary of Function/Purpose of Position

Provide administrative and management direction/supervision. This position has overall responsibility for local office administrative management; finance management; internal controls; facility and contract management; health and safety; procurement, purchasing and inventory management, security team management, volunteer services and technology management. Supportive services include coordination of personnel policies and practices; employee services; and emergency management. This position develops, coordinates, participates, and manages local office operations and program mandates in coordination with Services Program Managers. This position is a member of the management 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: 35**

Manage, supervise, direct, evaluate and monitor all clerical and accounting duties on a daily basis.

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Responsible for filing, production, registering applications, data coding, data processing, computer systems.
- Maintaining, tracking, and balancing of the fiscal allocations. Assign and monitor workloads for content, completeness, and accuracy.
- Monitor work quantity and quality by periodically reviewing documents, reports, forms records, etc.
- Participate in general clerical office duties in order to assess ongoing operations. Assure that all clerical and accounting functions are running smoothly and recommend changes to administration as needed.
- Establish and coordinate work priorities. Develop and update written procedures for all duties within the unit. Hold regular staff meetings.
- Approve unit's time keeping records. Develop and schedule coverage and backups daily for the unit. Approve and schedule all annual and sick leave for unit.
- Interpret, implement, train and follow-up on procedures/policy changes that affect the unit staff and programs.
- Monitor and evaluate staff performance. Prepare and issue employee service ratings. Counsel employees to resolve work related problems within established guidelines.
- Review the use of Administrative support programs, train and remind staff on how to use them; such as Bridges, ASCAP, On Line Manuals, Word, Excel, etc.
- Discuss best practice procedures, training and updates in monthly staff meetings.
- Direct office support activities such as records storage and maintenance, equipment inventory, mail services, and office assigned motor vehicles.
- Work with the ITT and the DTMB telecommunications divisions to resolve any problems with the voice mail system.
- Maintain and update messages within the voice mail system
- Serves as back-up to ITT to provide troubleshooting and technical support functions for office equipment, computer equipment, and mobile devices.

Duty 2

General Summary: **Percentage: 25**

Support District Manager's Activities

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Participate in all management team meetings and share in office management decision making.
- Coordinate with Services Program Managers regarding program procedures and local office protocol
- Evaluate, recommend, and implement corrective actions to address audit exceptions.
- Interview and select administrative staff for vacant positions.
- Recruit and coordinate volunteer's applications, monitor and approved travel vouchers.
- Rapid Response Team Member.
- Assist staff with irate clients.
- Serve as Community Health Automated Medicaid Processing System (CHAMPS) liaison
- Coordinate & Conduct group training sessions bi-monthly serving nearly 100 Chore Providers per session and Services Staff.
- Work with staff from MDHHS Provider Support Unit and/or designated local office staff to deliver instruction and hands on support with single-sign on registration, completing electronic service verifications and technical support and trouble shooting.
- Provide ongoing support over the phone or to walk in customers as needed
- Schedule and confirm appointments for all training participants.
- Reserve conference rooms and prepare training materials.
- Back-up liaison to OIG Staff, OAG Staff, and/or Program Auditors as it relates to Case File requests.
- Assist with Voter's Registration
- Participate in Labor/Management Meetings.

Duty 3

General Summary: **Percentage: 20**

Maintain and evaluate CSS&M accounts and local office accounts

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Procure needed office supplies and equipment.
- Receive and distribute supplies and equipment.
- Maintain inventories/control supplies.
- Pay invoices by using form DHS-1582 and process paperwork for Procurement Card.

- Review monthly inventory reports.
- Prepare monthly and quarterly reconciliation reports.
- Monitor distribution of returned warrants and field receipts.

Duty 4

General Summary: **Percentage:** **15**

Facilities Management

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Work with DTBM facility staff to obtain needed repairs, services, and building improvements and maintenance.
- Distribute, collect, inventory and replace office keys as need.

Duty 5

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

Vehicle control and scheduling

Individual tasks related to the duty:

- Individual tasks related to the duty.
- Monitor vehicle maintenance and schedule service for oil change, regular maintenance, and factory safety recalls.
- Check in/out state car for use by Adult Protective Services (APS) on-call staff.
- Keep cars supplied with emergency equipment.
- Audit mileage used each month for three (3) vehicles and report mileage through online web page.

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

Approve and schedule leaves for the unit’s staff. Interview, select, and hire new staff. Schedule coverage and backups for the unit. Interpret and implement UAW contract and Civil Service rules. These decisions affect the unit's staff. Decisions based on policy and experience could resolve problems between units, staff, and clients.

Procurement of office supplies and equipment. These items make the office run smoother and bring up the morale of the workers when an item is purchased that makes their jobs easier.

Coordinating CHAMPS training, reserving training rooms, preparing training materials and initiating outreach efforts to clients provides relief and ongoing support to adult services workers and supervisors.

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

Decisions that may impact overall local office operations or when guidelines are unclear.

Decisions that may involve outside agencies or responses to Central Office. Decisions that may involve any of the other units in the office.

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.

Stress from staff absences and deadlines. Deescalating disruptive clients in Lobby, dealing with clients with medical or mental issues who may become hostile and/or aggressive without warning (frequently). Stress related to ensuring administrative support staff and Lobby customers are safe from hostile and/or aggressive customers,

Physical effort in transporting supplies and boxes to and from the stockroom, mailroom, offices, etc. (occasionally).

Arranging lobby furniture (occasionally).

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
ADAMS, CLARA	GENERAL OFFICE ASSISTANT-E E7	RAMBUS, SHIRLEY	GENERAL OFFICE ASSISTANT-E E7
GARDNER, DEANA	GENERAL OFFICE ASSISTANT-E E7	SCOTT, MARIYAH	GENERAL OFFICE ASSISTANT-E E7
HOLLOWAY, KAREN	GENERAL OFFICE ASSISTANT-E E7	THOMPKINS, NYA	GENERAL OFFICE ASSISTANT-E E7
HOLSTON- FREEMAN, BRANDON	DEPARTMENT TECHNICIAN	THOMPSON, ANDREA	GENERAL OFFICE ASSISTANT-E E7
JAMES- FRANKLIN, FRANCENE	GENERAL OFFICE ASSISTANT-E E7		
LARRY, SHEA	GENERAL OFFICE ASSISTANT-E E7		

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

Oversees data processing and office equipment needs.

Supervise and monitor office support unit (fiscal, clerical).

Supervise receiving and distribution of supplies and equipment, the maintenance of inventories and control of purchases and supplies.

Maintain records and prepare reports monthly on the CSS&M accounts to project the use of the allocations.

Review the objectives of the work unit to resolve problems & make changes when needed.

Coordinate with DTMB facilities staff to obtain needed repairs, services, and building improvements and maintenance.

Implement corrective actions to address audit exceptions.

Perform related work appropriate to the classification as assigned.

Coordinating and decision-making.

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

Updating the PD to reflect the most appropriate and up-to-date duties and responsibilities. This position was originally reclassified via Employee Generated Review (4-2) request and an updated PD is needed to reflect all duties.

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

Management of all office management activities.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a high school diploma or a GED Certificate.

EXPERIENCE:

Social Services Administrative Supervisor 11
One year of advanced (11) level, business and administrative, paraprofessional experience; supervisory (11) level, business and administrative, technician experience; experienced (P11) level, business and administrative, professional experience; supervisory (11 or 12) level, administrative support experience; or, Assistance Payments Supervisor 12 experience.

OR

Two years of experienced (E10) level, business and administrative, paraprofessional experience; advanced (10) level, business and administrative, technician experience; or, supervisory (9 or 10) level, administrative support experience.

OR

Four years of experienced (E7) level, administrative support experience gained in a DHHS county or district office.

KNOWLEDGE, SKILLS, AND ABILITIES:

N/A

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

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.

CANDACE EWING — **Appointing Authority**

6/7/2016 — **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**