

Position Code

1. STATEWKRA08N

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form 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
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	Highways
4. Civil Service Position Code Description	10. Division
State Worker	Superior Region
5. Working Title (What the agency calls the position)	11. Section
State Worker – Travel Counselor	Newberry TSC
6. Name and Position Code Description of Direct Supervisor	12. Unit
Dawn Gustafson, State Administrative Manager 15	St Ignace Welcome Center
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Aaron Johnson, Senior Management Executive 18	I-75 N Mackinac Bridge Plaza, St Ignace MI 49781 8:00 am to 4:30 pm Daily (shifts vary)
14. General Summary of Function/Purpose of Position	
This position functions as a travel counselor and is responsible for providing and distributing literature, information, and guidance on travel and vacation activities within the state, assisting in preparing literature displays in the center, and performing emergency janitorial duties when needed to resolve specific facility concerns. The work schedule may include weekends. This is a part time position that is limited to 129 hours per month and 719 hours per appointment.	

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 of Duty 1 **% of Time** 80

Assist visitors at the welcome center by providing travel related information incorporating the highest level of customer service standards.

Individual tasks related to the duty.

- Welcome and provide fact-to-face assistance to tourists traveling throughout our state.
- Suggest routing plans, tourist attractions, and any other facilities whether it be recreational, business, or emergency in nature with the express purpose of maximizing tourist expenditures.
- Perform necessary clerical work.
- Work involves long periods of standing and walking.
- Work also involves bending, reaching, and stooping.
- Work involves operating a personal computer to perform assigned duties.

Duty 2

General Summary of Duty 2 **% of Time** 15

Assist in receiving and stocking literature to the display racks and the center stockroom. Inventory literature periodically to assure proper distribution. Identify and recommend improvements in the work methods and materials used. Work involves lifting and carrying medium to heavy loads.

Individual tasks related to the duty.

- Maintain an inventory of all literature to assure proper materials are on hand as needed.
- Identify and recommend improvements in the work methods and materials used.
- Prepare displays of travel information.
- Receive literature orders and move materials to stock room.
- Work involves lifting and carrying medium to heavy loads.

Duty 3

General Summary of Duty 3 % of Time 4

Perform emergency maintenance or janitorial duties.

Individual tasks related to the duty.

- Perform emergency maintenance or janitorial duties if the circumstances could impact the health and safety of visitors to the welcome center and if the normally assigned employees who perform these duties are not available. Examples of such emergency duties could include picking up trash on sidewalks and floors where visitors might slip, replenishing toilet tissue in rest rooms, or cleaning small areas that become soiled.
- Work includes crawling, bending, stooping in confined areas and lifting medium to heavy loads.

Duty 4

General Summary of Duty 4 % of Time 1

Perform other related work as assigned by the supervisor.

Individual tasks related to the duty.

- 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.

Decisions made while assisting travelers to find appropriate literature, directions, and reservations. Decisions that need to be made to assist travelers who have an emergency if a supervisor is not available. Help full time staff in identifying, recommending, and implementing improvements in work methods.

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

When instructions need clarification or if unable to answer a travelers question, meet their request, or in the handling of an irate visitor.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Sitting, standing, walking, and stooping. Use of personal computer. Lifting of up to 40 lbs. Carrying boxes, bundles of literature, un-boxing literature, and filling literature racks.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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? Assist travelers, promote Michigan tourism and receive, display, and distribute tourism literature.
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 work area functions as a rest stop for travelers. This position provides travelers assistance with choosing tourist destinations, directions, reservations, securing emergency help, and helps to maintain a clean and safe facility.
26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?
EDUCATION: No specific type or amount is required.
EXPERIENCE: No specific type or amount is required.
KNOWLEDGE, SKILLS, AND ABILITIES: Ability to sit and stand for long periods of time. Use of personal computer. Ability to lift up to 40 lbs. Ability to carry boxes and bundles of literature.
CERTIFICATES, LICENSES, REGISTRATIONS: None.
<i>NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.</i>
<i>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.</i>
Supervisor's Signature Date
TO BE FILLED OUT BY APPOINTING AUTHORITY
Indicate any exceptions or additions to statements of the employee(s) or supervisors.
<i>I certify that the entries on these pages are accurate and complete.</i>
Appointing Authority Signature Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.