

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

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| Position Code 1. STATEWKRJ21R |
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POSITION DESCRIPTION

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| 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 STATE WORKER | 10. Division Southwest Region |
| 5. Working Title (What the agency calls the position) State Worker - Travel Counselor | 11. Section Marshall TSC |
| 6. Name and Position Code Description of Direct Supervisor KREMER, ANNJANETTE M; ENGINEER MANAGER LICENSED-4 | 12. Unit Coldwater Welcome Center |
| 7. Name and Position Code Description of Second Level Supervisor THOMPSON, WILLARD S; SENIOR POLICY EXECUTIVE | 13. Work Location (City and Address)/Hours of Work I-69 Northbound, Mile Marker 6, Coldwater, MI 49036 / 9:00am-5:30pm (hours and days will 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 includes working on weekends. | |

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: 80

Assists visitors at the Welcome Center by providing travel related information incorporating the highest level of customer service standards.

Individual tasks related to the duty:

- Welcomes and provides fact-to-face assistance to tourists traveling throughout our state.
- Suggests 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.
- Provides travel information through distribution of literature, electronic information, and general information.
- Performs clerical work.
- Assists with vendor displays, events, and giveaways and set up display boards.

Duty 2

General Summary:

Percentage: 15

Assists in receiving and stocking literature to the display racks and the center stockroom. Assists in the inventory of literature periodically to assure proper distribution.

Individual tasks related to the duty:

- Maintains an inventory of all literature to assure proper materials are on hand as needed. Notifies appropriate staff of literature needs.
- Identifies and recommends improvements in the work methods and materials used.
- Prepares displays of travel information. Stocks display racks and stockroom shelves as needed.
- Receives literature orders and notifies appropriate staff of received material.

Duty 3

General Summary:

Percentage: 4

Performs inspections and janitorial duties of facility.

Individual tasks related to the duty:

- Monitors daily janitorial duties by periodically checking restrooms, common areas of facility. When necessary, notifies Lead Worker or other staff of areas needing attention.
- Performs emergency 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 or cleaning small areas that become soiled.

Duty 4

General Summary:

Percentage: 1

Performs other related duties 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, if unable to answer a traveler's question, meet their request, or in the handling of an irate visitor or any emergency situation dealing with Welcome Center facilities.

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 remain in a stationary position for extended periods of time. Ability to use a personal computer; ability to move/transport up to 40 pounds of boxes and bundles of literature, as well as ability to un-box literature, and fill literature racks. Ability to work in confined areas as needed for some duties. Ability to work nights/afternoons, weekends, and holidays. Position may require availability outside normal working hours based on operational needs.

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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|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | 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 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 includes working on weekends.

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 with choosing tourist destinations, directions, reservations, securing emergency help, and helping 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:

State Worker 4

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to maintain tact, pleasant personality, neat appearance, and communicate with all sectors of the public.

Ability to use a personal computer.

Ability to work weekends and some holidays.

**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.

LOGAN BRISTOL

8/13/2025

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