

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

| |
|---|
| Position Code 1. STATEWKRJ40R |
|---|

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) Highways |
| 4. Civil Service Position Code Description STATE WORKER | 10. Division Superior Region |
| 5. Working Title (What the agency calls the position) State Worker - Travel Counselor | 11. Section Newberry TSC |
| 6. Name and Position Code Description of Direct Supervisor GUSTAFSON, DAWN D; ENGINEER MANAGER LICENSED-4 | 12. Unit St. Ignace Welcome Center |
| 7. Name and Position Code Description of Second Level Supervisor JOHNSON, AARON D; SENIOR POLICY EXECUTIVE | 13. Work Location (City and Address)/Hours of Work I-75 N Mackinac Bridge Plaza, St. Ignace, MI 49781 / 8:00 am to 4:30 pm (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 and holidays.

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

Assist visitors at the welcome center by providing travel related information incorporating the highest level of customer service standards which may involve remaining in a stationary position for extended periods of time.

Individual tasks related to the duty:

- Welcome and provide face-to-face assistance to tourists traveling throughout the 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.

Duty 2

General Summary:

Percentage: 15

Assist in receiving and stocking literature to the display racks and the center stockroom. Inventory literature periodically to assure proper distribution which may involve transporting/moving medium to heavy loads.

Individual tasks related to the duty:

- Maintain all 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.
- Retrieve literature orders and move materials to stock room.

Duty 3

General Summary:

Percentage: 4

Performing emergency maintenance or janitorial duties which may include crawling, bending, stooping in confined areas and transporting/moving medium to heavy loads.

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.

Duty 4

General Summary:

Percentage: 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 traveler's 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 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 use a personal computer. Frequently transporting/moving up to 40lbs while transporting/moving boxes, bundles of literature, un-boxing literature and filling literature racks. Climbing stairs while carrying light loads. Position may include 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):

- | | |
|---|--|
| <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 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 and holidays.

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:

State Worker 4

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

None

**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.

None

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

ASHLEY PARSONS

4/23/2025

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