

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) Bureau of Field Services (BFS)
4. Civil Service Position Code Description STUDENT ASSISTANT-E	10. Division Transportation Systems Management and Operations (TSMO)
5. Working Title (What the agency calls the position) Student Assistant	11. Section Maintenance & Fleet Services
6. Name and Position Code Description of Direct Supervisor PAGE, COLBY A; DEPARTMENTAL MANAGER-3	12. Unit Fleet Services
7. Name and Position Code Description of Second Level Supervisor CROZE, TIMOTHY; ENGINEER MANAGER LICENSED-5	13. Work Location (City and Address)/Hours of Work 2522 West Main Street, Lansing, MI 48917 / M-F 7:30am-4:30pm (hours may vary)

14. General Summary of Function/Purpose of Position

This position is responsible for providing administrative and operations support to the Transportation Systems Management and Operations (TSMO) – Fleet Services unit. This position performs special assignments; assists with office management and coordination; establishes and maintains offices files, logs, and databases; assists with providing customer service as needed; sorts, opens, and distributes incoming mail; and maintains confidentiality of documents and information received.

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

Provide administrative and operational support to the TSMO – Fleet Services unit.

Individual tasks related to the duty:

- Assist in the coordination and organization of office functions and activities including, but not limited to, monitoring/updating reception TV monitors, recycling bins, water coolers, alarm system, etc. to ensure building safety, security, and comfort.
- Utilize a personal computer to perform data entry, type correspondence, and develop reports.
- Utilize computer applications and software including, but not limited to, Excel, Access, PowerPoint, and M5.
- Receive, sort and distribute mail to appropriate staff. Assist with preparing outgoing mail as requested.
- Perform inventory and record keeping tasks.
- Prepare, establish, and maintain manual and electronic files.
- Communicate with various internal unit staff and external customers on a regular basis.
- Provide administrative assistance to the Fleet Services repair shop.
- Make copies, send/receive facsimiles, and print various documents, correspondence, and reports.
- Prepare packets and materials (either in hard copy version or electronic version) for mailing or for meetings.
- Assist in the preparation of meeting minutes.
- Answer telephones and greet customers.
- Respond to inquiries and direct customers to appropriate work area.
- Assist in scheduling meetings, conferences, and/or making travel arrangements.
- Assist in identifying office supply needs and place orders.

Duty 2

General Summary:

Percentage: 20

Performs special assignments or projects that are sub-professional or semi-technical.

Individual tasks related to the duty:

- Participate in and perform special projects as requested.
- Provide assistance and back up to administrative support staff at multiple locations.
- Perform research to obtain resource information as requested.
- Perform data entry into various work order systems or software systems.
- 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.

Perform assignments and use judgement in making decisions where alternatives are determined by established policies and procedures.

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

Decisions that conflict with established department and office policies and procedures. Decisions that include interpretation of policies and procedures.

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 duties associated with an office setting include extensive use of a personal computer and remaining stationary for extended amounts of time. May be exposed to a garage/shop environment on a regular basis wearing appropriate ear and eye protection (Personal Protective Equipment). May spend some time outdoors on garage grounds assisting in inventory of large equipment. Ability to move/transport materials up to 20 pounds. 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):

- | | |
|---|--|
| <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 is responsible for providing administrative and operations support to the Transportation Systems Management and Operations (TSMO) – Fleet Services unit. This position performs special assignments; assists with office management and coordination; establishes and maintains offices files, logs, and databases; assists with providing customer service as needed; sorts, opens, and distributes incoming mail; and maintains confidentiality of documents and information received.

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?

TSMO Fleet Services is responsible for administering and overseeing complex and multiple operations that encompass Bureau of Field Services and many areas of the department as well as special projects. This position is responsible for providing administrative and operational support and assistance to the Fleet Services unit of TSMO.

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

EDUCATION:

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

EXPERIENCE:

Student Assistant A

No specific type or amount is required.

Experience and proficiency in customer service, clerical support, organization, and the use of a personal computer and software applications (Word, Excel, Access, PowerPoint) is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Practices, procedures, and protocol in an office setting, including projecting a professional image.
- Correct English grammar, spelling, and punctuation.
- Proficiency in computer software applications such as Word, Excel, Access, PowerPoint, etc.

Ability to:

- Use a computer.
- Communicate effectively with others and maintain favorable public relations.
- Interpret instructions and guidelines in order to carry out assigned responsibilities and make decisions.
- Follow directions.
- Learn the work of the agency.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of a valid driver's license is preferred.

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.

CHRISTINA TIJERINA

Appointing Authority

3/4/2026

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