CS-214
REV 8/2007

1. Position Code

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** Department of Health and Human Services
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Business Service Center
4. Civil Service Classification of Position Secretary 9 (Confidential)	**10. Division** County Name
5. Working Title of Position (What the agency titles the position) Secretary	**11. Section**
6. Name and Classification of Direct Supervisor	**12. Unit**
7. Name and Classification of Next Higher Level Supervisor	**13. Work Location (City and Address)/Hours of Work** Monday-Friday: 8-5

14. General Summary of Function/Purpose of Position

Assist the County Director in the management of day-to-day activities. This involves coordinating county assignments and compiling information for response when meeting specific department deadlines. The person who holds this position must be aware and have knowledge of the Director's viewpoint in relation to sensitive and difficult situations and issues. Schedules Director's calendar of activities by making commitments for meetings and conferences. Prepares and edits reports, routine correspondence and reports, and prepares minutes of meetings. Assembles and summarizes information from files, documents, newspapers and other available resources for use by the Director, staff, and others. Gathers data for surveys or prepares research on special subjects or projects.

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15. Please describe your <u>assigned</u> duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

<u>Duty 1</u>

General Summary of Duty 1 **% of Time <u>30%</u>**

Coordinates activities of the County Director's office. This position is responsible for the day-to-day operation of the County Director's office by coordinating and facilitating the workflow.

Individual tasks related to the duty.

- Serves as a liaison between County Director's office and the Governor's Office staff, Legislators and aides, County Board of Commissioners, Prosecuting Attorney, Circuit and District Judges, Probate Court Judges, Central Office DHHS, other State Agencies, and County DHHS Board Members
- Disseminates information, makes appropriate work assignments, and follows up on assignments
- Prepares meeting agendas
- Collects material for meetings and conferences
- Takes minutes
- Keeps records of proceedings
- Determines, compiles and distributes pre and post meeting material (for Management Team, Administrative Team, DHHS Board and Labor/Management meetings) Updates Director on status of issues before scheduled meetings
- Exercises independence in performing activities which support supervisory and management staff
- Schedules meetings and conferences and notifies interested parties
- Makes travel arrangements as needed
- Prepares timekeeping and other personnel records for the Director
- Keeps informed of county/agency details and informs Director of problems
- Handles highly confidential information for the county office
- Maintains tracking log – recording and tracking all items with due dates and responsible parties.

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<u>Duty 2</u>

General Summary of Duty 2 **% of Time <u>20%</u>**

Receives and screens visitors and telephone calls and provides information to others. All correspondence, written and verbal, and all visitors for the Director, and frequently for other staff are routed through this position.

Individual tasks related to the duty.

-Receives and handles visitors and telephone calls
-Provides pertinent information and directs inquiries to appropriate source
-Answer inquiries and explain procedures requiring interpretation of Director's viewpoint
-Responds to inquiries by telephone and mail regarding meeting attendance requirements and scheduling
-Sorts, opens, scans and distributes incoming mail and reports, screening those items which can be handled personally and forwarding the rest to Director and staff
-Answers correspondence requiring knowledge of instructions and guidelines
-Researching and preparing materials for Director's decisions
-Coordinate and implement Local Office Procedures (local procedure manual)
-Sets priorities and organizes work to achieve maximum efficiency in the supportive role
-Assists in creating and revising forms, proposals, procedures, formats and standards for office correspondence
-Assemble and summarize information from files, documents, newspapers and other available resources
-Conducts research for use by Director, staff and others for special projects, meetings, etc.

Duty 3

General Summary of Duty 3 **% of Time 15%**

Prepare and maintain office records. Preparing and maintaining office records is required of this position and often requires designing forms, logs and record keeping systems.

Individual tasks related to the duty.

- Design and implement file system for follow-up of assignments
- Design and implement a "Master" filing system for the Director
- Determine the category for filing materials and retrieval process
- Research filing retention requirements
- Establish and maintain office files, logs and control records.

Duty 4

General Summary of Duty 4 **% of Time 20%**

Utilize available automated systems to support county administration (i.e., Bridges and Microsoft Word, Excel, and SOS, BRIMM, DCDS). Operate standard office equipment such as calculators, duplicating machines, facsimile machines and scanners. Type correspondence (letters and memos), reports and minutes using Word and Excel software packages.

Individual tasks related to the duty.

Type, compose and proofread letters, memoranda, reports and minutes of meetings from verbal or written instructions, dictating records, shorthand notes, using computer programs and applications

- Inputs, retrieves, and updates information from computer data base via personal computer
- Accesses automated system to retrieve/send or communicate information

Duty 5

General Summary of Duty 5 **% of Time 10%**

Designated Human Resource Contact with Business Service Center.

Individual tasks related to the duty.

-Perform all actions necessary at the local office level in the hiring process for the county.
-Assist all new staff with New Worker Orientation and all paperwork necessary for the employee to be placed on board.

Duty 6

General Summary of Duty 6 **% of Time 5%**

Performs some secretarial functions for Program Managers.

Individual tasks related to the duty.

-Prepares letters and reports for Managers

-Makes copies of confidential files at the request of Managers

- -Retains copies of confidential files at the request of Managers

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

In the Director's absence, disposes of urgent matters to insure deadlines are met. Must be able to prioritize assignments when several assignments have the same deadline. Such decisions affect the quality and efficiency of local and agency operations.

Screen phone calls and direct to appropriate supervisor, etc., when recipients call and demand to speak to the Director. Determine most convenient times for scheduling appointments. Scan all mail to the Director and determine what should have top priority and call this to the Director's attention. Such decisions affect timeliness of service delivery and ensure best use of Director's time.

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

When there is interpretation needed between policy and procedures. When correspondence is received not pertaining to the usual DHS programs/policy and incumbent is unable to determine where the material should be forwarded, assistance is sought.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Physical Activity: Some physical effort is required. Must be able to perform work-related activities, i.e., using a computer and stocking supplies.

Conditions/Hazards: None

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

NAME	CLASS TITLE	NAME	CLASS TITLE
None			

20. My responsibility for the above-listed employees includes the following (check as many as apply):

___Complete and sign service ratings.
___Provide formal written counseling.
___Approve leave requests.
___Approve time and attendance.
___Orally reprimand.
___Assign work.
___Approve work.
___Review work.
___Provide guidance on work methods.
___Train employees in the work.

21. ***I certify that the above answers are my own and are accurate and complete.***

_____ _____

Signature **Date**

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

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential duties of this position?

-This position is responsible for all workload coordination and assignment control within the Director's office
-Must be able to interpret program in response to telephone inquiries
-Compose letters in response to citizen inquiries
-Coordinate office assignments
-Provide general office management
-Must provide full range of secretarial support for the Director including trip scheduling and coordination of staff to represent Director during absence

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

There are many more requirements for this position in the areas of automation, customer inquiries and concerns and the general overall work area operates at a much faster pace.

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

-This position provides administrative support to the Director related to the management functions performed
-This is an integral position which handles customer satisfaction, employee responses and community relations
-This position is key in maintaining a harmonious level with all facets of agency staff and the public which we serve.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Four years of office experience involving administrative support practices, including one year equivalent to advanced 8-level administrative support work, or equivalent to a Secretary E8, or Legal Secretary E8.
OR
Four years of office experience involving administrative support practices, including two years equivalent to experienced E7-level administrative support work, or equivalent to a Secretary 7, or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

-Keyboarding skills, Knowledge of DHS policies and procedures
-Organizational skills
-Decision making ability
-People skills
-Ability to negotiate
-Ability to understand and disseminate the Director's view
-Ability to be compassionate and emphatic with employees and the public

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. ***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's Signature **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature **Date**