

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 Civil Rights
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Classification of Position Secretary 7-8	10. Division Enforcement
5. Working Title of Position (What the agency titles the position)	11. Section
6. Name and Classification of Direct Supervisor Various, Civil Rights Manager 13	12. Unit
7. Name and Classification of Next Higher Level Supervisor Various, State Administrative Manager 15	13. Work Location (City and Address)/Hours of Work Monday- Friday, 8:00am-5:00pm

14. General Summary of Function/Purpose of Position

This position maintains office/units records including docketing formal complaints, preparing department orders, interrogatories and certified mailings and other items in conjunction with the complaint process. The position also assesses customer's needs and provides or makes available all department services which include: information, referral complaint issue, and outreach and education. This position provides backup assistance to other secretaries as assigned and is required to enter information into the Department's database.

For Civil Service Use Only

15. Please describe your assigned 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.

Duty 1

General Summary of Duty 1

% of Time 50_____

Make and maintain files, logs, records or other information in connection with the work of the unit.

Individual tasks related to the duty.

- Use MDCR database to input, retrieve, and update or delete information in computer database.
- Docket formal complaints and when required obtain respondent contact information, create a master file, prepare department orders, prepare interrogatories and certified mailings in conjunction with the complaint process and provide final quality control to ensure that Department standards are met.
- Process closed cases which include mailing the Notice of Disposition to appropriate parties in conjunction with the complaint process, and provide final quality control to ensure the integrity of case documents for future reference and that Department standards are met.
- Sort, open, assess and distribute incoming mail; associate incoming correspondence with files and routes accordingly.
- Prepares and/or generates custom interrogatories upon request to facilitate timely processing of complaint investigations.
- Compile reports on the work of the unit and other issues as assigned.

Duty 2

General Summary of Duty 2

% of Time 25_____

Assess customer needs in accordance with the Enforcement Process, policies and procedures.

Individual tasks related to the duty.

- Receive customer contacts by phone, mail, web, e-mail, fax, and in person interview.
- Input customer information into database and record the appropriate request.
- Acquire sufficient information to adequately assess customer needs.
- Explain, determine and/or provide the appropriate service(s).
- Input customer request for Outreach and Education into the appropriate database and assign contact to appropriate colleague.
- Attend or assist in delivering presentations in the community, at seminars, community education functions, etc. as assigned.
- Maintain thorough record of Information regarding the services requested or provided.

Duty 3

General Summary of Duty 3

% of Time 10 ____

Participate as an effective member of a unit and complete other tasks as assigned.

Individual tasks related to the duty.

- Attend and actively participate in unit meeting and scribe meeting minutes.
- Establish and follow unit rules.
- Develop strategies to achieve the unit's goals.
- Maintain open channels of communication with all unit members.
- Answer questions from unit members related to procedures and processes and facilitate the dissemination of needed information to the unit.
- Provide information regarding unit activities to members of other units.
- Provide proofreading and correction to other members of the unit to ensure high quality final documents.
- Assist other units when the need arises.

Duty 4

General Summary of Duty 4

% of Time 10 ____

Provide information and referral(s) to customers in accordance with the department policies and procedures.

Individual tasks related to the duty.

- Provide department publications, reports, laws, pamphlets, posters, or brochures.
- Answer questions regarding the Department of Civil Rights, filing a complaint, published reports and other related items.
- Provide information regarding government and other public functions to customers.
- Input the information request into the appropriate database.
- When able, issue customers with concerns outside MDRC jurisdiction a written referral which includes name, address, phone number and contact person of an agency which may be able to address the concerns.
- Make and maintain a comprehensive list of referral agencies for the assigned geographical area.
- Input referral request into the appropriate database.

Duty 5

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

Improve skills and professional development.

Individual tasks related to the duty.

- Identify resources which can be used to enhance agency and/or individual performance.
- Read department memos, position statements, press releases and case records.
- Participate in training as assigned.

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.

- Assess customer needs and provide service where appropriate.
- Represent the department as the first contact for customers.
- Answer general customer inquiries.
- Routine office processes and procedures.
- Assists the Civil Rights Manager in monitoring the work of the unit.

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

Decisions that require supervisor review include forms modification and reassignment of work to unit members.

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.

The work in this position includes:

Working in a standard office environment with limited lifting of less than 20 pounds.

Ability to communicate effectively including excellent written communication skills.

Ability to proficiently work in a computer database including data entry.

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.)

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

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

N__ Complete and sign service ratings.

N__ Assign work.

N__ Provide formal written counseling.

N__ Approve work.

N__ Approve leave requests.

N__ Review work.

N__ Approve time and attendance.

N__ Provide guidance on work methods.

N__ Orally reprimand.

N__ 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?**

Assess customer needs and provide or make available all department services including information, referral complaint issue, and outreach and education. Computer data entry and processing department paperwork. Maintaining confidentiality.

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

No change

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

The Enforcement Division is responsible for all programs and services related to the enforcement of Civil Rights laws in Michigan and numerous Enforcement units are located throughout the state comprised of a Civil Rights Manager, Civil Rights Investigators and a Secretary.

The secretary is responsible for a full range of services to customer, the unit (CRI/ CRMs) and the department. This position provides administrative support to the unit and is the first point of contact with customers, assisting the CRM in coordinating the work of the unit, which includes docketing, mailing, reports, etc.

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

EDUCATION:

Education level typically acquired through completion of high school.

EXPERIENCE:Secretary 7

Two years of office experience involving administrative support practices, including one year equivalent to 6-level administrative support experience.

Secretary E8

Three years of office experience involving administrative support practices, including one year equivalent to experienced-level administrative support work or equivalent to a Secretary 7 or Legal Secretary 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of office practices, procedures, and computer software programs.
Knowledge of correct English usage and grammar.
Knowledge of the organization and composition of letters, minutes, reports, charts, and spreadsheets.
Knowledge of scheduling and coordinating travel arrangements.
Proficiency with data entry into computer database.
Skill in typing from clear copy at a rate of 40 net words per minute.
Ability to follow, apply, interpret, and explain instructions and/or guidelines.
Ability to determine work priorities.
Ability to make decisions and take appropriate actions.
Ability to meet schedules and deadlines of the work area.
Ability to perform mathematical calculations.
Ability to communicate effectively.
Ability to compose routine correspondence and reports.
Ability to operate standard office equipment.

CERTIFICATES, LICENSES, REGISTRATIONS:

Certain positions may require a criminal history background check.

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