

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 BBA/ MCSC
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Classification of Position Secretary E-8	10. Division Employee Service Program
5. Working Title of Position (What the agency titles the position) Receptionist / Secretary	11. Section
6. Name and Classification of Direct Supervisor Kristin Giering, Social Work Manager 15	12. Unit
7. Name and Classification of Next Higher Level Supervisor Bethany Beauchine, Bureau Director	13. Work Location (City and Address)/Hours of Work Capitol Commons Center, 400 S. Pine, Lansing, MI Monday-Friday, 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

To serve as the receptionist for the Employee Service Program (ESP). Transfer and route incoming calls who are requesting information or assistance, including clients and state employees at all levels and from all state departments. Administrative support for the Clinical Manager and Program manager and the counseling staff. Coordinate and maintain the Program staff calendar, Wellness Calendar, open clinical wellness files and send out brochures and other materials as requested by HR offices and others.

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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 65%**

(Percentage of time spent on each duty varies from day to day.)

Receive, transfer, and route calls to ESP clinical staff

Individual tasks related to the duty.

- Provide receptionist coverage for ESP including answering phones and responding to emails from the ESP mailbox.
- Route callers following ESP criteria based on information provided by the caller regarding their level of urgency. Following ESP approved procedures, schedule employees if appropriate for an ESP appointment. Handle information received from clients and other persons interacting with staff in a confidential manner.
- Assign clients to counselors through the ESP rotation system. This occurs daily and requires working with all levels of state employees, family members, and other professionals throughout the state.
- Determine the most appropriate and empathic response to help de-escalate situations where an employee is extremely upset. It's imperative that a favorable first impression instills confidence and promotes creditability that the client's concerns and/or problems will be handled in a professional and confidential manner.
- Respond to questions from employees, supervisors, personnel officers, union stewards, treatment professionals and other interested parties about program services and procedures for receiving services.

Duty 2

General Summary of Duty 2 **% of Time 15%**

Communication/Data Collection, Entry and Reporting.

Individual tasks related to the duty.

- Utilize Outlook and Teams as a communication system for staff messages, calendar coordination for meetings, presentations, CISM services, trainings, scheduling conference rooms, and for conference calls.
- Enter initial client information, wellness presentations, CISM services, and other data in EAP Expert database system. Retrieve and/or update information as needed.
- Responsible for developing and using a tracking system for sending out client satisfaction surveys to all new clients on a biweekly basis.
- Responsible for entering all data and narrative information retrieved from returned satisfaction surveys in Access database, and alerting Program Manager and Clinical Manager to any significant client concerns.
- Develop and maintain Excel spreadsheet for therapist referral and resource list.
- Maintain Excel spreadsheet for requests for ESP cards and materials and provide regular updates to Program Manager and Clinical Manager.

Duty 3

General Summary of Duty 3

% of Time 15%

Administrative / Secretary Support.

Individual tasks related to the duty.

- Coordinate and maintain schedules for ESP Program Manager, Clinical Manager, and other staff as needed.
- Respond to requests for informational materials, including making decisions on which materials are appropriate to send.
- Review powerpoints and other resources for formatting and grammatical errors.
- Be main point of contact for participants signing up for ESP wellness presentations, creating Team Meetings and sending invites to listserv. Sending presentation survey's and powerpoints to participants post session.
- Maintain office supply inventory for ESP office, obtain proper approvals, and process orders for promotional materials and office supplies. Process equipment repair and maintenance service requests through proper channels.
- Schedule conference rooms, take meeting minute notes at staff meetings, counselor meetings, CISM Adhoc, and other meetings as needed.
- Establish and maintain confidential office files, logs, or other information for the Division.
- Maintain schedule on staff and office coverage, providing staff with daily electronic notification regarding staffing.

Duty 4

General Summary of Duty 4

% of Time 5%

General Administrative Support.

Individual tasks related to the duty.

- Assist with training new Administrative Support Staff as appropriate on duties identified in this position description.
- Perform any other tasks or duties that may be assigned by management.
- Keep informed of office details and advise Managers of problems.
- Schedule and arrange meetings and conferences for the professionals or management staff and notify interested parties; make travel reservations as needed.
- Mail: prepare envelopes/enclosures for mailings; deliver and retrieve mail from designated drop-off/pick-up location; open, date stamp, and distribute mail to staff. Call attention to priority mail to respective staff.

Duty 5

General Summary of Duty 5

% of Time _____

Individual tasks related to the duty.

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Duty 6

General Summary of Duty 6

% of Time _____

Individual tasks related to the duty.

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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.

- A) 1) Use client request & ESP criteria to determine if a call or email is an emergency & follow through. 2) Provide different materials to requesting parties. 3) Take monthly inventory of office supplies, submit orders for supervisor's approval, then process the orders. 4) Determine mail priority and act accordingly.
 B) Clients, potential clients, various internal state organizations, all ESP employees, and external organizations.

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

- 1) Handling questions related to emergent client situations, client complaints, and difficulty with assigning immediate clients to a counselor.
 2) Data entered into database.

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.

Computer keying, telephone answering, opening & sorting through boxes of supplies, and collating & copying material while standing and/or sitting.

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>
N/A		N/A	

20. My responsibility 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. |

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?

To serve as the receptionist for the ESP office. Transfer and route incoming calls or e-mails requesting information or assistance, including clients and state employees at all levels and from all state departments. Administrative support for the Program Manager and Clinical Manager and the counseling staff. Coordinate and maintain the Program staff calendar, send out brochures and other materials as requested by HR offices and others. Create and maintain several spreadsheets.

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

Clients and questions now come to ESP much more often through the ESP mailbox. The position also assists with coordinating our monthly virtual offerings. Also ESP provides significantly more presentations now. This position is responsible for opening the files in the database for a majority of those presentations.

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

The function of the work of the Employee Service Program is to provide confidential assistance to classified state employees and covered family members experiencing any type of personal or work related problem. Services include individual assessment and problem solving, group wellness sessions, management and work unit consultations, numerous online resources, and Critical Incident Stress Management (CISM) services. Counseling staff provides expert assistance in the identification and resolution of personal and work related problems. The work involves handling sensitive and highly confidential information and is often times crisis oriented.

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

EDUCATION:

High School Diploma.

EXPERIENCE:

Minimum of three years performing as a receptionist, answering, transferring and routing phone calls from upset or distressed callers and working in computer based programs such as Windows, electronic scheduler, electronic mail, Excel, and Access.

KNOWLEDGE, SKILLS, AND ABILITIES:

Demonstrated through previous work experience the knowledge and ability to handle verbal and written communications in a highly confidential manner, ability and knowledge on how to interact with distressed callers or visitors using empathy, provide supportive responses, ability to effectively manage own stress in difficult work situations, ability to focus on work in a positive manner. Prefer a solid background in computer fundamentals, typing, spelling, grammar and writing. Need to be highly skilled at using diplomacy, discretion and judgment in responding to clients as an Administrative Support Staff person and other callers requesting information and assistance.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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