

1. Position Code
GNOFASTEE07R

State of Michigan
Department of Civil Service
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 Labor and Economic Opportunity
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Workers' Disability Compensation Agency
4. Civil Service Classification of Position General Office Assistant-E 5/6/E7	10. Division Claims Processing
5. Working Title of Position (What the agency titles the position) Office Assistant	11. Section File Maintenance
6. Name and Classification of Direct Supervisor Darcy Hazel, Departmental Supervisor-3 (12)	12. Unit Mailroom Unit
7. Name and Classification of Next Higher Level Supervisor Vacant – State Administrative Manager (15)	13. Work Location (City and Address)/Hours of Work 2501 Woodlake Circle, Okemos, MI 48864 8:00 am – 5 pm, Monday - Friday
14. General Summary of Function/Purpose of Position This position prepares incoming mail for processing and distribution throughout the agency divisions. Screening, sorting, copying, and batching of mail is all involved in this process. This position also pulls, scans, sorts, and deals with various requests regarding claims files. This position assists with the daily scanning/digital imaging operations.	

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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 60% of Time

Prepare bureau incoming mail for processing.

Individual tasks related to the duty.

- Pick up mail from the department mail room as needed.
- Separate inter-departmental and "personal and confidential" mail and distribute accordingly.
- Sort mail into prescribed batches (by form type or correspondence).
- Remove staples, clip, and visually scan forms and correspondence for pertinent information such as social security numbers, dates of injury, employer's names and signatures. If the form is missing pertinent information, check WORCS (bureau's automated system) for missing information. Send incomplete forms to division secretary to send back to remitter.
- Put batched mail into appropriate batch trays.
- Rubber band batches and send to scanning section for scanning/digital imaging.
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Duty 2

General Summary of Duty 2 15% of Time

Using established guidelines and procedures, responsible to enter fields of data provided on various claims forms into the agency's automated data system (WORCS)

Individual tasks related to the duty.

- Verify accuracy of all information data entered by rechecking those fields that highlight to ensure the information is correct and valid.
- Ensure proper and complete data is entered into and made available on the agency's data system for future terminal inquiry purposes.
- Organize, review, evaluate and process large volumes of workers' compensation claims forms submitted by insurance carriers, servicing companies, employers and employees.
- Review and examine the various forms for missing and/or incorrect data information before data entering.

Duty 3

General Summary of Duty 3 10% of Time

Make copy of forms and material in file as requested.

Individual tasks related to the duty.

- Pull file and determine what copies are needed to comply with request.
- Enclose a copy of request in the file with annotation that copies were made and date.
- File claim file or send to appropriate section for filing.
- Send request and copies to word processor mailing.

Duty 4**General Summary of Duty 4 10% of Time**

Maintain the division's files.

Individual tasks related to the duty.

- Pull files as requested and route to requestor.
- Scan incoming files to proper locations within the section.
- Sort files by social security number.
- File in appropriate file banks.
- File correspondence in files.

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

Perform other miscellaneous duties.

Individual tasks related to the duty.

- Assist supervisor in the retirement of records.
- Assist supervisor in the scanning/digital imaging of records.
- Pull scanned copies for division staff.

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.

Process mail and determine batch for forms and correspondence. If put in the wrong batch, this could cause economic consequences for the employee. Accurately key claim forms into WORCS System verifying vital claimant information and payment information. If keyed incorrectly it could result in a delay of the claimant receiving the correct benefits.

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

Correspondence that falls outside the guidelines established by the agency.

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.

Lifting, standing, walking, and sitting. Deadlines of the mail being processed daily can cause some pressure and stress.

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

<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):

<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.

<u>TO BE COMPLETED BY DIRECT SUPERVISOR</u>
<p>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?</p> <p>Yes</p>
<p>23. What are the essential duties of this position?</p> <p>Prepare agency incoming mail for processing.</p>
<p>24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.</p> <p>Added keying of forms into WORCS</p>
<p>25. What is the function of the work area and how does this position fit into that function?</p> <p>The function of the work area is to prepare agency incoming mail for processing, maintenance of claims files and the retirement of claim files.</p>
<p>26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.</p>
<p>EDUCATION:</p> <p>High school</p>
<p>EXPERIENCE:</p> <p>One year at the General Office Assistant 6 or two years at the General Office Assistant 5.</p>

KNOWLEDGE, SKILLS, AND ABILITIES:

Should be able to file and sort numerically and alphabetically and have some skills working on personal computers.

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