

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

Position Code

1. GNOFASTEC98R

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 MDHHS-WAYNE COUNTY ZONE 4
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division
5. Working Title (What the agency calls the position) General Office Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor POLK, NIGUEL; SOCIAL SERVICES ADMIN SPV-1	12. Unit Wayne County
7. Name and Position Code Description of Second Level Supervisor BROWN, WILLENOA N; SOCIAL SERVICES DIVISION ADMIN	13. Work Location (City and Address)/Hours of Work Greenview Adult Services District, 19340 Greenview, Ste 200, Detroit, MI 48219 MI. / Monday - Friday 8:00 - 5:00

14. General Summary of Function/Purpose of Position

This position includes a variety of administrative support assignments such as filing; retrieving, sorting and distributing mail; copying; reviewing forms for accuracy and required completeness, and compiling data for reports. This function may also include covering the reception desk.

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: 55

Performs clerical task for unit

Individual tasks related to the duty:

- Records and logs information.
- Receives, data stamps, sorts, batches, routes and/or codes mail.
- Composes basic correspondence as needed.
- Handles and routes telephone calls.
- Compiles data for reports.
- Visually scans and/or compares documents, forms, applications or other materials for accuracy and required completeness.
- Performs arithmetical calculations as directed, by hand or machine.

Duty 2

General Summary:

Percentage: 10

Develops and maintains administrative and miscellaneous filing systems using knowledge of unit, frequency of retrieval/reference, and use of files so that material can be retrieved easily by all users.

Individual tasks related to the duty:

- Devises filing system.
- Purges cases when eligible.
- Transfers in and out case records and maintains records.
- Contacts other counties and/or district offices by letter or telephone about transferred records or out of county clients..

Duty 3

General Summary:

Percentage: 25

Serves as back-up receptionist to the office.

Individual tasks related to the duty:

- Greets applicants.
- Determines purpose of visit.
- Determines program area and assists customer in completing applications.
- Contacts appropriate worker for ongoing customer.
- Determines immediate severity of situation.
- Uses knowledge of programs, local office policies/procedures and alternate county resources, and determines action to be taken e.g. emergency appointment, routine appointment or outside referral.

Duty 4

General Summary:

Percentage: 5

Types cards, labels, folders, envelopes or correspondence. Proofreads and corrects prepared materials for correct grammar, spelling, and punctuation.

Individual tasks related to the duty:

Duty 5**General Summary:****Percentage: 5**

Other related duties

Individual tasks related to the duty:

- Attends training as required to learn new systems, methods, and procedures..
- Responds to questions concerning interpretation of policies, procedures, and guidelines.
- In the absence of other clerical staff, serves as "floater" to handle a variety of other duties using knowledge gained by experience in the agency.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions relating to daily duties pertaining to mail distribution, and maintenance of the filing system as long as there are no direct office or departmental impacts.

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

When guidelines or instructions are not available.

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.

Operates manual and/or electrically-controlled standard office equipment such as computers, typewriters, duplicating machines, microfilm/fiche machine, mailing equipment, adding machines and/or calculators. May include lifting, kneeling, and bending. Majority of the time is spent sitting at a desk. There may be stressful conditions such as workloads, deadlines and/or dealing with public emergency situations or demanding public.

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):**

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.

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?

Perform a variety of administrative support assignments.

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?

The work area's function is that of general office tasks to include telephone, computer, mail machine, file room, and reception area. The area provides for completion of these tasks and for the Services unit support.

26. 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:

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

Possess strong customer service skills.

Ability to take initiative and determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to work with common office software (Microsoft Office) and equipment.

Ability to learn and achieve proficiency in multiple DHHS specific databases and software applications.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect, and fairness.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

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.

None

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

Appointing Authority

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