

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

Position Code 1. SEMA2B75N

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 DEPT OF INS AND FIN SERVICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Insurance Licensing & Market Conduct
4. Civil Service Position Code Description SENIOR EXEC MGT ASST-2	10. Division
5. Working Title (What the agency calls the position) Assistant to Office Director	11. Section
6. Name and Position Code Description of Direct Supervisor RIDDERING, MICHELE E; SENIOR POLICY EXECUTIVE	12. Unit
7. Name and Position Code Description of Second Level Supervisor CAMPBELL, RENEE J; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work 530 W. Allegan, Lansing, MI 48933 / 8:00 a.m.-5:00 p.m.; Monday-Friday
14. General Summary of Function/Purpose of Position	
<p>This position serves as executive support to the Office Director and provides administrative and operational support to the Office's Agency Audit and Insurance Investigation Sections. Responsibilities include coordinating and delegating assignments to office staff; coordinating completion of assignments and monitoring workflow to ensure compliance with deadlines; maintaining records, reports, and statistical data; coordinating Office responses to the Office of General Counsel for Freedom of Information Act (FOIA) requests; and providing administrative support in a fast-paced regulatory environment with multiple competing priorities.</p> <p>Responsibilities include reviewing, editing, and proofreading investigation and audit reports, correspondence, and other professional documents for accuracy, consistency, and clarity prior to distribution. Coordinate and review document exchanges with the Office of General Counsel, maintain confidential and sensitive information, manage calendars and schedules, preparing meeting materials, tracking assignments and deadlines for office staff, drafting routine and specialized correspondence, preparing reports and documents, maintaining files and office records, and performing other related duties as assigned. Special one-time projects and assignments are frequently assigned to this position, with the expectation to exercise independent judgment and initiative in determining appropriate action, personally handling assignments, or coordinating work with other office staff as necessary.</p>	

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: 50

Provide executive-level administrative and operational support to the Office Director, including coordinating workflow, assignments, schedules, communications, and office operations.

Individual tasks related to the duty:

- Schedules appointments and maintain the Office Director's calendar.
- Coordinates meetings, agendas, travel arrangements, and other logistical activities.
- Processes highly sensitive and confidential information and determine appropriate routing or handling of materials.
- Screens mail, visitors, phone calls, and email communications, determining priority matters requiring the Office Director's attention.
- Coordinates executive workflow, assignments, and follow-up activities for office staff.
- Tracks assignments, deadlines, and completion status to ensure timely responses and compliance with established timeframes.
- Maintains office filing systems, records, and administrative tracking documents.
- Prepares, reviews, edits and proofreads correspondence, reports, presentations, and other professional documents.
- Completes timekeeping and timekeeping audit responsibilities for assigned sections and office staff.
- Provides administrative guidance and assistance as requested.

Duty 2

General Summary:

Percentage: 30

Coordinate, review, edit, and process reports, correspondence, assignments, and other materials for the Office Director, Agency Audit Section, and Insurance Investigations Section.

Individual tasks related to the duty:

- Assigns matters to office staff with established deadlines and monitor completion status.
- Acts as liaison between the Office Director and office staff regarding assignments, priorities, and workflow.
- Reviews, edits, and proofreads investigation reports, audit reports, correspondence, and other documents for grammar, formatting, consistency, clarity, and accuracy.
- Reviews materials submitted for the Office Director's signature to ensure completeness and consistency with office policies and procedures.
- Coordinates and reviews documents submitted to and received from the Office of General Counsel.
- Obtains additional information regarding office matters and relay information to the Office Director for resolution.
- Provides administrative and operational support to the Agency Audit Section and Insurance Investigations Sections.

Duty 3

General Summary:

Percentage: 10

Coordinate Office responses to Freedom of Information Act (FOIA) requests and develop responses to written and verbal inquiries on behalf of the Office Director.

Individual tasks related to the duty:

- Receives, assigns, monitors, and tracks FOIA requests submitted to the Office.
- Coordinates with office staff to gather information and ensure timely completion of FOIA responses.
- Maintains the Office FOIA tracking log and related records.
- Researches files and gather information necessary to prepare responses and correspondence.
- Drafts routine and specialized correspondence for the Office Director's review and signature.

Duty 4

General Summary:

Percentage: 10

Provide operational support for office projects, reports, procedures, records management, and other special assignments.

Individual tasks related to the duty:

- Conducts research and compiles sensitive and confidential information, reports, and statistical data.
- Prepares and maintains reports, spreadsheets, charts, graphs, presentations, and other documents.
- Assists with the development, preparation and maintenance of office procedures, operational procedures, and policy documentation.
- Creates and maintains electronic procedure manuals, tracking systems, and records management files.
- Coordinates and completes special projects and operational initiatives as assigned.
- Performs other related duties as assigned.

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

Decisions made independently in this position include determining priorities for the Office Director's attention; resolving scheduling conflicts; determining the appropriate routing and handling of assignments, correspondence, and sensitive or confidential materials; and coordinating workflow and follow-up activities to ensure assignments and deadlines are met. The position independently reviews reports, correspondence, and other professional documents to identify formatting, grammatical, clarity, and consistency issues prior to submission to the Office Director or the Office of General Counsel. Additional independent decisions include determining whether Freedom of Information Act (FOIA) requests are complete, coordinating FOIA workflow and tracking deadlines, and determining when completed responses may be transmitted to the DIFS FOIA Coordinator. These decisions affect office staff, regulated entities, stakeholders, and members of the public interacting with the Office.

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

Decisions not covered by supervisor directive, DIFS policy or guidelines, such as changes to microcomputer software/programs that may affect stored data and report output or revising a process that affects how work is performed.

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.

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, considerable microcomputer usage which involves repetitive motions involved in data entry and normal office routines.

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):

- | | |
|---|--|
| <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. |

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?

The essential functions of this position include providing executive-level administrative and operational support to the Office Director and supporting the Agency Audit and Insurance Investigation Sections. The position is responsible for coordinating workflow and assignments, tracking deadlines and follow-up activities, maintaining confidential and sensitive information, and managing multiple competing priorities. Essential functions also include reviewing, editing, and proofreading investigation reports, audit reports, correspondence, and other professional documents for accuracy, grammar, formatting, clarity, and consistency prior to distribution. The position requires the ability to communicate effectively and professionally with internal and external stakeholders; coordinate responses to Freedom of Information Act (FOIA) requests; prepare reports, correspondence, and other materials; and exercise sound judgment and independent decision-making while supporting office operations and executive leadership functions.

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

Update PD. The duties and responsibilities of this position have evolved to broader executive-level administrative and operational support responsibilities within the Office of Insurance Licensing, Investigations, and Audits (OILIA). The position has increased responsibility for coordinating workflow and assignments; tracking deadlines and follow-up activities; reviewing, editing, and proofreading investigation reports, audit reports, correspondence, and other professional documents; coordinating and reviewing documents transmitted between the Office and other areas within the Department; and maintaining confidential and sensitive information. The position also now provides greater operational support related to workflow coordination, records management, FOIA tracking, and office procedures in a fast-paced regulatory environment with multiple competing priorities. In addition, references to the former Office of Insurance Licensing and Market Regulation and Company Market Regulation functions were updated to reflect the current OILIA organizational structure and responsibilities.

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

This position provides executive-level administrative and operational support to the Office Director and administrative support to the Agency Audit and Insurance Investigation Sections. The position plays a key role in coordinating workflow, tracking assignments and deadlines, reviewing and editing reports and correspondence, coordinating Office responses to FOIA requests, and supporting communications and document flow between the Office and other areas within the Department.

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:

Senior Executive Management Assistant 11

Six years of office experience involving administrative support practices, including three years equivalent to an advanced, 8-level, administrative support worker, Secretary E8, or Legal Secretary E8; two years equivalent to a Secretary 9, Legal Secretary 9, or Senior Executive Management Assistant 9; or, one year equivalent to the Division Head Legal Secretary 10 or Executive Secretary E10.

Alternate Education and Experience

Senior Executive Management Assistant 9, Senior Executive Management Assistant 11, Senior Executive Management Assistant 13, 15

Possession of an associate's degree in applied arts and sciences in an executive secretarial science curriculum may be substituted for one year as a Secretary 9.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Advanced knowledge of Microsoft Word, Excel, Outlook, and database applications.
- Ability to communicate information clearly and accurately either orally or in written correspondence on supervisor's behalf.
- Knowledge of DIFS operations, and objectives.
- Ability to work well with others.
- Strong proofreading and editing skills.
- Ability to review professional and regulatory documents for accuracy, formatting, and consistency.
- Strong organizational and time management skills, and ability to manage multiple assignments, deadlines, and competing priorities.
- Ability to function with a high degree of independence and must be able to exercise considerable tact and diplomacy when dealing with others, including industry executives and their legal counsel.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

N/A

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