

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

**1. STUDASTE**

**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.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LICENSING AND REGULATORY AFF
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Professional Licensing
<b>4. Civil Service Position Code Description</b> Student Assistant-E	<b>10. Division</b> Investigations & Inspections Division
<b>5. Working Title (What the agency calls the position)</b> Student Assistant	<b>11. Section</b> Public Health Code Section
<b>6. Name and Position Code Description of Direct Supervisor</b> HITZLER, RONALD W; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> CAMPBELL, JON C; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 611 W. Ottawa Street, Lansing, MI 48933 / Monday-Friday; 8am - 5pm

**14. General Summary of Function/Purpose of Position**

This position will assist the manager and regulation agents in the Public Health Code Investigation Section. The duties will include reception related tasks, office computer software operations, moderate typing in Microsoft Word and all other computer applications, assisting manager with maintaining and organizing computer generated reports, case assignments, extension requests and other duties as assigned. This position will also serve as a backup to the Student Assistant in the Public Health Code Investigation Section #2 as needed.

**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: 25**

Providing administrative assistance to the section.

**Individual tasks related to the duty:**

- Answering incoming telephone calls
- Preparing copies of documents
- Mailing complaint forms to the public upon request
- Processing/delivering mail to staff
- Assist the manager in orderly maintenance of files and documents

**Duty 2**

**General Summary:**

**Percentage: 25**

Providing assistance with data entry and maintenance of various forms, both complaint and non-complaint related.

**Individual tasks related to the duty:**

- Inform staff of changes and updates regarding computer system
- Training regarding computers
- Preparing reports from programs in the computer
- Other duties as assigned

**Duty 3**

**General Summary:**

**Percentage: 25**

Providing administrative assistance to the Regulation Agents and Officers.

**Individual tasks related to the duty:**

- Organizing attachments to reports
- Evidence security and other duties relating to investigations
- Assist regulation agents with mailing and receipt of complaint / complaint response documents

**Duty 4**

**General Summary:**

**Percentage: 25**

Assisting investigation manager with assigned projects.

**Individual tasks related to the duty:**

- Preparing reports
- Distributing investigation cases
- Prepare, organize, update and maintain extension requests for investigations

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

Independent decisions are made regarding prioritization of workload, whether a situation falls within the normal interpretation of policy and procedure or represents a special circumstance needing direction from a higher level.

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

Decisions that may involve politically sensitive situations and may result in negative consequences for the Department. Decisions involving issues that have overall program consequences.

**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.**

Minimal physical effort is required to perform the job. Considerable time is spent working on the computer, resulting in eyestrain and possible ergonomic issues. Environmental conditions are consistent with that of a normal office environment.

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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> 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?

N/A

23. What are the essential functions of this position?

This position will assist the manager and regulation agents in the Public Health Code Investigation Section. The duties will include reception related tasks, office computer software operations, moderate typing in Microsoft Word and all other computer applications, assisting manager with maintaining and organizing computer generated reports, case assignments, extension requests and other duties as assigned. This position will also serve as a backup to the Student Assistant in the Public Health Code Investigations Section #2 as needed.

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

New Establishment

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

This Bureau is responsible for the intake, processing, and adjudication of administrative complaints regarding the license population of approximately 300,000 occupational code licensees. The primary function of this position is to provide the administrative support to the Public Health Code Investigation Sections and Occupational Code sections.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

**EDUCATION:**

Current enrollment in high school, vocational or technical school, or post-secondary educational institution.

**EXPERIENCE:**

**Student Assistant A**

No specific type or amount is required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to use a computer

Excellent oral and written communication skills

Ability to follow oral and written instructions

Ability to maintain favorable public relations

**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.

None.

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

ERMELINDA GARZA

11/18/2019

\_\_\_\_\_  
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