**State of Michigan**
**Civil Service Commission**

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

| Position Code |
| --- |
| 1. GNOFASTEL02R |

# 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.

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency**<br>MDHHS-COUNTIES |
| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
| **4. Civil Service Position Code Description**<br>GENERAL OFFICE ASSISTANT-E | **10. Division** |
| **5. Working Title (What the agency calls the position)**<br>General Office Assistant | **11. Section** |
| **6. Name and Position Code Description of Direct Supervisor**<br>WHITBURN, DANIEL J; EXECUTIVE SECRETARY-1A | **12. Unit**<br>Gogebic County |
| **7. Name and Position Code Description of Second Level Supervisor**<br>JACKOVICH, ASHLEY A; SOCIAL SERVICES DIVISION ADMIN | **13. Work Location (City and Address)/Hours of Work**<br>/ Monday-Friday, 8am-5pm |

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

This position is responsible to perform a variety of administrative support assignments that may include reception, application registration, Bridges Scanning and Index system, and distribution of mail. May also serve as local office fiscal designee.

**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**

Performs receptionist duties at the reception desk by greeting customers, receiving applications/information and directing customers to appropriate places if needed. May also respond to incoming telephone inquiries.

**Individual tasks related to the duty:**

- Greet customers face to face to determine need of visit.
- Notify worker for appointments when appropriate.Check Bridges appointment calendars for workers to verify appointments. May also schedule appointments as deemed necessary.
- File clear customers on various systems to direct appropriately.
- Screen application/documents for completeness and date stamp.Assist customers with completing minimal required information needed for registration or processing.
- May maintain a tracking log for items received.
- Operate a multi-line telephone switchboard system and direct calls to the appropriate contact or provide basic information on available resources.
- Seek appropriate assistance for customers with the Kiosk as deemed necessary.
- Reset MiBridges passwords for customers.
- Provide excellent customer service in person and via the information telephone line to both external and internal customers.

**Duty 2**

**General Summary:** **Percentage:** **20**

Perform registration of all applications received.

**Individual tasks related to the duty:**

- File clear and register applications in Bridges. Determine appropriate members and programs to be registered. The initial application registration process requires GOA staff to review the application to determine based on the information provided by customer the appropriate members and benefit programs that should be registered in Bridges.
- Transfer case records as needed electronically.
- Navigate through Bridges and perform file clearance during the application registration process to make the determination of the application remaining with assigned worker or if a reassignment is needed. Sometimes there may be companion cases or a worker who is on a specialized case load and should not receive applications.

**Duty 3**

**General Summary:** **Percentage:** **20**

Performs Electronic Data Management job responsibilities. Receive, process, maintain and distribute electronic documents.

**Individual tasks related to the duty:**

- Review documents received to ensure required scanning specifications are met.
- Sort and prepare documents with required information for scanning.
- Scan prepared batches in BSI with required information.
- Validate batches in BSI to ensure that the documents were scanned appropriately.
- Indexing- identify the types of documents, categorize by the appropriate document titles and associate accordingly.
- Perform rescan if necessary.
- Retain original documents in accordance to policy requirements.

**Duty 4**

**General Summary:** **Percentage:** **20**

Perform fiscal responsibilities as assigned.

**Individual tasks related to the duty:**

- Serves as Liaison to Accounting Service Center and Payments Processing Unit.The local office designee receives payment requests from workers or vendors and prepares the payment documents. The Liaison then submits the documents to the ASC or the PPU for payment processing. The LOD can then check MAIN system to determine if the vendor has received payment and/or follow up on requested payments.
- Review/prepare documents for submitted vendor payments and direct appropriately.
- Issue Over the Counter Bridge Cards using Electronic Payment Privacy Information Center (EPPIC) system and issue bus tickets, gift cards, gas cards etc. to approved customers. Ensure required documentation is provided.
- Track and Reconcile all payments submitted to the local office.
- Generate local office fiscal reports as required per policy.

**Duty 5**

**General Summary:** **Percentage:** **10**

Perform Record Management responsibilities to maintain miscellaneous filing system.

**Individual tasks related to the duty:**

- Maintain, file clear and tag all files using appropriate filing record retention schedules.
- Purge cases as directed when retention period expires.
- File loose filing, obsolete packets, and closed case files.
- Request/Send case records as directed.

**Duty 6**

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

Perform other duties in support of the local office as assigned.

**Individual tasks related to the duty:**

- Attend trainings as required to learn new systems, methods, and procedures.
- Assist in data collection, reports, filing, data entry, and other projects.
- Type cards, labels, folders and correspondence as needed.
- Process Incoming and outgoing mail.
- Maintain the administrative Hearings Requests.
- Assist in processing customer drug screening by monitoring the collection envelop and sending it out to the lab when required.
- Perform required background clearances as requested which may include SOS, ICHAT, LEIN, Central Registry and Bridges. These can be for an external customer, employers and volunteer agencies on Bridges/MiSACWS depending on the type of clearance needed.The GOA will prepare a letter with the findings based on policy and submit to manager for signature.
- Other duties as assigned

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

Providing general information about assistance programs and where to apply for those programs to customers. Decisions made on programs and persons to register based on how the customers completed their application and what programs may already be active. Determine if an application belongs with another local office and transfer the application.

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

Areas of the work where guidelines or instructions are not available or unclear will require supervisory review. Payment documents and work assignments that affect multiple units.

**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.**

General office work environment. Use of a Computer, Scanner, Multi-function and multi-line phone system. It will require some filing, lifting, sitting for longer periods of time, bending, stooping, and walking.

**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?**

This position is responsible to perform a variety of administrative support assignments that may include reception, application registration, Bridges Scanning and Index system, and distribution of mail. May also serve as local office fiscal designee.

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

PD update to add an active PD on file that reflects the current responsibilities (typical admin support, consistent with the composite PD).

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

This position functions within a local office that provides Public Assistance and Services programs. This position is responsible for providing administrative support to customers, management and staff.

**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.

*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:**

N/A

***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.***

CANDACE EWING — **Appointing Authority**

7/11/2024 — **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**