

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 TREASURY CENTRAL PAYROLL
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Operational Excellence Bureau
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-A	10. Division Training Division
5. Working Title (What the agency calls the position) Lead Worker	11. Section Mail and Data Operations
6. Name and Position Code Description of Direct Supervisor VACANT; OFFICE SUPERVISOR-2	12. Unit Mail Operations
7. Name and Position Code Description of Second Level Supervisor SCHRAY, LORI L; DEPARTMENTAL SUPERVISOR-4	13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Drive, Dimondale / 7:25 a.m. to 3:55 p.m. M-F
14. General Summary of Function/Purpose of Position This is an advanced level assignment that consistently performs lead worker assignments. The function and purpose of this position is to provide direction and training to others in the work unit. One of the primary duties is to process incoming mail for the Michigan Department of Treasury. This includes U.S. Postal Service inbound mail and State of Michigan I.D. mail. The job includes mail sorting, mail delivery and mail pick up, preparing certified, registered, and other special mailings, voiding State Of Michigan returned checks, batching, and preparing documents for imaging. Entering stats and batch information in appropriate spread sheets, assigning work, and monitoring completeness of others work, working with internal and external customers to review current and implement new procedures, and establishes and revises operational standards. Performs other duties as assigned by supervisor.	

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: 40

Coordinates the work of the unit by determining priorities, scheduling, assigning, and explaining work and overseeing completion of the work.

Individual tasks related to the duty:

- Learns and understands the processing procedures for all Mail Operations PO Boxes.
- Utilizes the units Inventory System (MiDBS) to assist staff with accurately logging work.
- Assists with the daily scheduling of staff to assure the completion of work.
- Assists with the determination of work priorities.
- Explains work assignments to staff.
- Explains new tasks to staff.
- Trains new employees and temporary employees on simple and complex mail processing.
- Prepares daily Collection and Levy reports for staff to work, investigates any discrepancies with Collections, and reconciles all reports and related letters.
- Responds to General Office Assistant's (GOA) inquiries.
- Assures that work meets quality and production standards.
- Reviews work for accuracy and proper completion.
- Completes daily stat sheets, backlog reports and enters mail counts in spread sheets.
- Performs other duties as assigned.

Duty 2

General Summary:

Percentage: 30

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency. Incorporates information technology applications to promote processing efficiencies and improve customer service.

Individual tasks related to the duty:

- Attends staff meetings and other meetings as requested.
- Provides feedback and written suggestions for process improvements that impact efficiencies within the unit.
- Assists management with the identification and implementation of applicable information technology enhancements.
- Assists Supervisor and Analysts with DataCap and other Treasury system testing.
- Assists other Treasury divisions as needed.
- Attends training and provides feedback.
- Promotes a safe work environment by adhering to emergency procedures as defined.
- Assists with the updating and reviewing of procedures.
- Writes internal memos.
- Performs other duties as assigned.

Duty 3**General Summary:****Percentage: 20**

Receives, interprets, processes and routes Treasury incoming and outgoing department mail. This includes but is not limited to sorting and reviewing mail, date stamping, clipping, preparing documents for imaging, batching mail, lifting mail containers of envelopes and folders, and carrying them to the work area, pushing a mail cart with containers of mail to be delivered and picked up throughout the Operations Center. Prepares certified, registered, and other special mailings, voids undeliverable checks, and creates transaction logs for cash receipts. Serves as back-up for the GOA located at the Austin Building, in downtown Lansing. Enters batch and statistical information into spread sheets.

Individual tasks related to the duty:

- Understands and follows procedures including disclosure and confidentiality policies.
- Receives and sorts incoming mail to appropriate customer bin and disburses to proper location.
- Reviews, interprets and routes forms and correspondence to proper location by applying unit's procedures.
- Processes documents using established procedures: date stamp, staple, clip, batch, and route mail to proper divisions.
- Batches tax returns and applications to prepare documents for data entry.
- Prepares documents for imaging; collates, removes staples, repairs pages and copies documents, labels folders by batch and tax type.
- Prepares certified, registered, and other special mailings based on customer request.
- Processes cash and checks; creates transaction logs for cash receipts.
- Voids State of Michigan returned checks and codes according to unit procedures.
- Lifts and transports mail containers of envelopes and folders in work area.
- Delivers and picks-up mail throughout the Operations Center and travels to Austin Building as a back-up.
- Meets production deadlines.
- Multitasks various functions during one shift.
- Performs other duties as assigned.

Duty 4**General Summary:****Percentage: 5**

Assures daily time and attendance is accurate.

Individual tasks related to the duty:

- Enters daily attendance on shared calendar.
- Assures time and attendance is entered accurately in Statewide Integrated Governmental Management Application (SIGMA).
- Assures that comments are entered when needed in SIGMA.
- Performs audit for two units time and attendance.
- Performs other duties as assigned.

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

Maintains supplies for Mail and Data Operations.

Individual tasks related to the duty:

- Works with Departmental Tech to initiate supply orders.
- Maintains necessary supplies for Mail Readers to complete daily functions.
- Ensures the unit is fiscally responsible with supply orders.

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

Decisions regarding work priorities. Responses to customer questions. Determines when to order supplies for the unit. Review, interpret and route various tax forms and taxpayer correspondence to the appropriate customers within Treasury using established guidelines. By adhering to established guidelines and proper interpretation of forms and correspondence assures that the department will not have to pay out interest when refunds are not processed in a timely manner and that disclosure breaches do not occur on outbound mailings.

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

Changes to established procedures that do not address a particular situation.

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 is within an office environment. Job is repetitive in nature, daily use of shoulders and arms to process, distribute and deliver mail including lifting mail containers, pushing a mail cart, walking, and standing for long periods of time. Possible exposure to hazards materials. Due to the nature of the job and handling of envelopes and boxes, dress policy is business casual as identified as the Facilities and Mail Operations dress policy.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
BARRETT, DEBRA A	GENERAL OFFICE ASSISTANT-E E7	HALSTEAD, JASON L	GENERAL OFFICE ASSISTANT-E E7
SEYKORA, KAITLYN E	GENERAL OFFICE ASSISTANT-E E7	SANCHEZ, VERONICA	GENERAL OFFICE ASSISTANT-E E7
POTTER, GERMAINE M	GENERAL OFFICE ASSISTANT-E E7	RAY, MELISSA M	GENERAL OFFICE ASSISTANT-E E7
GARZA, MERCEDES A	GENERAL OFFICE ASSISTANT-E E7		

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.	☐ Y	Assign work.
☐ N	Provide formal written counseling.	☐ Y	Approve work.
☐ N	Approve leave requests.	☐ Y	Review work.
☐ N	Approve time and attendance.	☐ Y	Provide guidance on work methods.
☐ N	Orally reprimand.	☐ Y	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, this should serve as the position description for General Office Assistant 8 - Lead Worker within Treasury Facility, Mail and Data Operations.

23. What are the essential functions of this position?

The essential duties of this position are to coordinate the work of the unit by determining priorities, scheduling, assigning, and explaining work and overseeing the completion of work. Additional duties are to review, prepare documents for imaging; distribute and deliver mail; lift mail containers; push a mail cart and prepare outgoing specialty mailings. Must work well under pressure and meet scheduled deadlines. Maintain confidentiality in handling all taxpayer forms and documents. Ability to be flexible and adaptable to changes in processes and procedures. Ability to multi-task a variety of job functions. Ability to learn and retain a wide variety of functions and utilize the procedures reference manuals as needed. Ability to identify processes where information technology applications may stimulate productivity and customer service enhancements. Includes all requirements listed in Section 18.

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

Minor changes were made to naming conventions on first page. Removed reference to "undeliverable warrants". Updated all duties to reflect current job duties. Added reference to new Inventory System (MiDBS).

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

This work area functions as the centralized mail processing function for the Department of Treasury. This unit is responsible for sorting and distributing incoming mail and preparing outgoing specialty mail for the Department of Treasury. This position participates in all aspects of a mail operations center and is the first point of entry into the department for taxpayer revenue and correspondence.

Ability to meet schedules and deadlines in the work area.
Ability to communicate effectively.
Ability to compose routine correspondence and reports using a computer.
Ability to explain instructions and guidelines and train others effectively.
Ability to organize and coordinate the work of the unit.
Ability to determine work priorities, assign work, and review work for quality and production standards.
Ability to establish and revise operational standards.
Ability to assist others in solving work problems.
Ability to lift mail container of envelopes and folders and carry them to the work area.
Ability to push a cart of mail containers to be delivered and picked up throughout the Operations Center and the Austin Building.
Ability to walk and stand for long periods.
Knowledge of proper English usage and grammar.

CERTIFICATES, LICENSES, REGISTRATIONS:

This position has a FTIFNPRINT sub-class code. The sub-class code indicates the position has access to Federal Tax Information (FTI) and requires passing of a fingerprint-based background check per IRS Publication 1075.

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.

MALINDA HUFFMAN

9/16/2026

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