Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy. The official position description for this position is available from the HR office for the agency.

Position Code: GNOFASTE

Civil Service Class and Level: General Office Assistant-E

Working Title (What the agency calls the position): General Office Assistant

Name and Position Code Description of Direct Supervisor: PFANDER, RICHARD A; SAFETY AND HEALTH MANAGER-4

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Work Area: Michigan Occupational Safety and Health Administration / General Industry Safety and Health (GISH)

Work Location/Hours of Work: 530 West Allegan, Lansing MI 48933 / 8:00 AM - 5:00 PM Monday - Friday

General Summary of Function/Purpose of Position: This position performs clerical support duties in the General Industry Safety and Health Division. This includes but is not limited to: clerical support for safety and health managers and staff as assigned; assigning investigations and referrals in the Federal OSHA Information System (OIS) and Universal Log (UL) and processing abatement and closing letters for safety D letter files otherwise known as an off-site complaint inspection.

Assigned duties and tasks for each duty.

Duty 1 **Percentage: 50**

Process MIOSHA safety and health complaints.

- Process occupational safety and health complaints and prepare assignments for investigation within deadlines and according to instructions from supervisor or manager.
- Maintains confidentiality of documents and information received.
- Verify the complaint is valid and is GISHD’s jurisdiction and not the Construction Safety and Health Division (CSHD) or federal OSHA’s jurisdiction.
- Conduct internet search to verify the name and address of the establishment on complaint.
- Conduct Hoover’s search to identify the proper North American Industry Classification System code for each newly entered establishment.
- Search OIS for the establishment. If no establishment is found, enter a new establishment in OIS.
- Cross-check new assignments against pre-existing assignments and list of inspection-exempt or footnoted establishments for assignment preemption or special procedures.
- Create and assign Unprogrammed Activity (UPA) numbers to complaints in OIS.
- Create buck slips and calculate the 10-day deadline.
- Enter the UPA information in the UL.
- Create a shortcut and place the shortcut in the manager’s folder for review.

Duty 2 **Percentage: 20**

Process MIOSHA safety and health referrals and workers’ compensations reports of injury. Referrals include employer-reported referrals (ERRs), media referrals, and referrals from Michigan State University (MSU). In addition to these responsibilities, prepare and compile comprehensive reports detailing UPA activity, outcomes, timeliness, and field staff time reporting to support division oversight, performance monitoring, and compliance requirements.

- Process occupational safety and health complaints and prepare assignments for investigation within deadlines and according to instructions from supervisor or manager.
- Composes a monthly ERR report in OIS to ensure there is a logged disposition for all ERRs.
- Develops a quarterly referral report from data in the UL and distributes the report to MSU's Occupational and Environmental Medicine program.

- Prepares a weekly report from OIS data to track UPA's in draft status. Distributes the report to clerical staff and tracks the identified outliers to ensure they are responded to before established deadlines are surpassed.
- Generates a monthly report from OIS data on CSHO time tracking and distributes the report to division management.
- Verify the referral is GISHD's jurisdiction and not CSHD's or federal OSHA's jurisdiction.
- Conduct internet search to verify the name and address of the establishment on the referral.
- Search OIS for the establishment. If no establishment is found, enter a new establishment in OIS.
- Cross-check new assignments against pre-existing assignments and list of inspection-exempt or footnoted establishments for assignment preemption or special procedures.
- Create and assign a UPA number to the referral in OIS.
- Create buck slips according to instructions from supervisors or managers.
- Enter the UPA information in the UL.
- Create a shortcut and place the shortcut in the manager's folder for review.
- Generate assignments for either on-site or letter inspections and assign to the designated field staff.

Duty 3 **Percentage: 20**

Process MIOSHA safety D letter abatement and closing letters.

- Save abatement documentation which is received via fax, mail, or e-mail to the corresponding complaint or referral shortcut folder.
- Update the case file diary sheet to reflect abatement was received.
- Monitor the folders on the shared drive for the status of d letter abatement. Move the shortcuts through the review system (abatement review, final notice, needs phone call, hold, ready to close, etc.). Update the UL.
- Close files as directed by the CSHO or supervisor. Send the closing letter to the establishment and complainant and update the UL and OIS. Move the closed UPA into FileManager.

Duty 4 **Percentage: 5**

First contact for GISHD Main phone, process mail, and office coverage as per schedule.

- Answer GISHD main line phones.
- Sorts, opens, and distributes incoming mail to staff.
- Cover the office in accordance with the established schedule and remain informed of office operations, advising management promptly of any issues or concerns.

Duty 5 **Percentage: 5**

Special assignments and other duties as assigned.

- Perform related work as assigned.
- Manage the programmed inspection list. This includes generating assignments and reconciliation of the list.
- Serves as a backup for first and second appeals of citations for safety files.
- Serve as a backup for petition of modification of abatement for safety files.
- Serve as a backup for payments.
- Serve as a backup for treasury files.

Types of decisions made independently and whom or what those decisions affect:
Independent scheduling of duties based on an understanding of time critical issues. Division, agency, department level personnel, and Michigan workers are impacted by timely assignments to field staff.
Work independently to compose response letters to complaints and employers with complaint investigation results. Transfer phone calls to proper authorities, screen complaint calls as to imminent danger. Michigan workers, employers, division personnel, and other state agencies are affected by any decisions made.

Types of decisions that require the supervisor's review:
Interpretations of occupational safety and health standards as listed on a complaint.
Assignment of personnel.
Unusual inquiries received from complainants or callers regarding a complaint.
Content of meeting agendas.

Physical effort used to perform this job and environmental conditions of this position:
Typical office environment with extensive computer uses. This job requires the ability to withstand calls from upset employees concerned about working in unsafe conditions or in a life-threatening situation. Callers are also afraid of revealing their name because they do not want to be fired. There are other calls from employers trying to get the names of employees who filed the complaint. In both situations, the employee must be able to answer concerns with correct information, according to Act 154, P.A. 1974 (as amended). The employee must be able to work under deadline pressure with staff who are completing time-sensitive compliance investigations.

Essential functions of this position:
This position provides clerical support in the General Industry Safety and Health Division.

Function of the work area:
GISHD safety and health managers are responsible for the timely and consistent handling of complaints and referrals received by the division. This position provides clerical and administrative support to all GISHD safety and health managers involved in processing complaints and referrals, ensuring that each complaint is acted upon within ten (10) working days of MIOSHA receiving it.

Education, experience, and credentials typically needed to perform the position's essential functions [Equivalent combinations of education and experience can also be evaluated on an individual basis for applications providing sufficiently detailed descriptions of the other experience.]:

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:
- Must have computer knowledge in Microsoft Office applications.
- Ability to proofread and have good typing skills.
- Must have knowledge of correct English usage, spelling, and punctuation.
- Ability to understand and follow instructions, and to communicate effectively.
- Spanish speaking as a second language preferred, but not required.

CERTIFICATES, LICENSES, REGISTRATIONS:
None