

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

Federal privacy laws and/or state
confidentiality requirements protect
a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.)	8. Department/Agency Licensing & Regulatory Affairs
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Corporations, Securities, and Commercial Licensing
4. Civil Service Classification of Position Student Assistant-E	10. Division Corporations
5. Working Title of Position (What the agency titles the position) Student Assistant	11. Section Marks and Business Services
6. Name and Classification of Direct Supervisor Stephanie M Middlebrooks State Administrative Manager 15	12. Unit
7. Name and Classification of Next Higher Level Supervisor Alexis Lupo Director, State Division Administrator 17	13. Work Location (City and Address)/Hours of Work 2407 N. Grand River, Lansing MI 48909 8 a.m. – 5 p.m. Monday-Friday

14. General Summary of Function/Purpose of Position Disseminate corporate, limited partnership and limited liability company information to the public by telephone and printed copy. Record and process certification orders.
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15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time** 75%

Answer phone inquiries and general questions, about specific corporations, limited partnerships and limited liability companies. Providing information to the public from the Corporations Division records and applies instructions and guidelines.

Individual tasks related to the duty.

- Receive and respond to calls from the general public.
- Retrieve data by performing search of specific database or card records for information requested.
- Provide caller with information requested in an effective, professional manner, explaining what is available and procedure for accessing information.
- Screen and route callers to proper unit or person as needed.

Duty 2

General Summary of Duty 2 **% of Time** 15%

Record and process orders for copies of annual reports and documents of corporations, limited partnerships and limited liability companies via telephone, counter and mail.

Individual tasks related to the duty.

- Enter order on computer system.
- Retrieve data by performing search of appropriate database or card records for information requested.
- Compare and verify printed copies of request.
- Assemble materials for mailing.
- Prepare printouts of pertinent data.
- Select and print appropriate certificates.

Duty 3

General Summary of Duty 3

% of Time 5%

Record and process requests for division forms and publications received in writing and by telephone.

Individual tasks related to the duty.

- Explain to inquirers what forms and publications are available.
- Determine which forms or publications are needed to satisfy request.
- Retrieve forms requested.
- Enter order for publications and preprinted forms on database and print invoice.
- Prepare envelope and assemble materials for mailing.
- Process orders.

Duty 4

General Summary of Duty 4

% of Time 5%

Perform related work as assigned.

Individual tasks related to the duty.

- Perform other related work as assigned.

- 16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.**

Locate appropriate record and provide information to public. Interpret and apply instructions and guidelines to resolve work problems. Service to public is affected.

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

Inquiries that are not addressed by established procedures and customers who need supervisory assistance are referred to supervisor. Possible conflicts in availability of entity name. Certification order errors that cannot be reviewed and resolved in initial phone call. Walk in customers that need special attention. Requests for special certificates or corrections to record errors.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

The job is performed in a general office environment. The position requires minimal physical effort or exertion. Physical effort would be sitting, standing and walking to other areas and transporting files within the office. Environmental conditions would be limited to exposure to the heating and cooling of the building during the workday.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

☐ Complete and sign service ratings.	☐ Assign work.
☐ Provide formal written counseling.	☐ Approve work.
☐ Approve leave requests.	☐ Review work.
☐ Approve time and attendance.	☐ Provide guidance on work methods.
☐ Orally reprimand.	☐ Train employees in the work.

21. *I certify that the above answers are my own and are accurate and complete.*

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?
Yes.

23. What are the essential duties of this position?

- Communicate effectively with everyone, in person, by telephone and in writing.
- Maintain friendly and professional voice inflection and tone when answering telephone calls.
- Follow established procedures and policy.
- Access, retrieve and interpret data from database and archival records.
- Select and compile information for correspondence.
- Enter information on computer programs.
- Scanning documents and annual reports.
- Process work within time frames of established procedures

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

Requesting to fill vacant position.

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

The Business Service Section is the first contact point for the public with the Corporations Division in person and by telephone. Staff greets the public and disseminates information by telephone to approximately 1,200 callers daily and 40-50 walk-in customers. This position is responsible for providing accurate information to the public by telephone, in person and in writing.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

High school diploma and current enrollment in a post-secondary educational institution.

EXPERIENCE:

College course or work experience involving business is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of public relations techniques. Knowledge of Corporations Division policies and procedures, record keeping and filing. Ability to select and compile data for correspondence and reports. Ability to explain and apply instructions and guidelines. Ability to disseminate information clearly and concisely and communicate effectively with others.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. *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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature

Date