

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 LEO-MSHDA
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description STUDENT ASSISTANT-E	10. Division Homeless Solutions
5. Working Title (What the agency calls the position) Student Assistant	11. Section
6. Name and Position Code Description of Direct Supervisor KENNEY, CHRISTINA K; STATE ADMINISTRATIVE MANAGER-1	12. Unit 811PRA Program
7. Name and Position Code Description of Second Level Supervisor KEMMIS, LISA SBA 18	13. Work Location (City and Address)/Hours of Work 735 E Michigan Ave - Lansing, MI 48912 OR 3040 W GRAND BLVD; DETROIT, MI 48202 Monday - Friday 8 a.m. - 5 p.m.

14. General Summary of Function/Purpose of Position

This position is responsible for providing general administrative and clerical support to the 811PRA staff, for the continued implementation of the 811PRA Program. The position will assist 811PRA staff with clerical and administrative support including maintaining records, running reports, file maintenance, tracking files; and assisting with individual and developer inquiries.

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: 60

Assist 811PRA staff with 811PRA program administrative support.

Individual tasks related to the duty:

- Assist with evaluating applications, establishing policy and procedures, and creating forms.
- Assist with collecting program data and assist in submitting reports to HUD as required.
- Assist with collaborating with the Department of Health and Human Services and their MI Choice waiver agents for successful recruitment of participants and service delivery.
- Assist with monitoring compliance with development Rental Assistance Contracts.
- Assist with facilitating webinars and trainings for developments and service providers.
- Provide back-up for permanent staff during lunches, breaks, and vacations.

Duty 2

General Summary:

Percentage: 30

Assist with the maintenance of 811PRA wait-list and applications.

Individual tasks related to the duty:

- Assist callers by responding to their basic inquiries and/or transfer the caller to the appropriate resource.
- Professionally respond to phone calls and e-mails with MSHDA staff and contracted agencies.
- Assist with management of program waiting lists and assist with coordination of move-ins with service providers and property managers.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

other as assigned

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

All job duties performed directly impact staff, applicant, participants, and partners working with the 811PRA program. Independent decisions can be made within the scope of the job and with guidance by designated 811PRA staff.

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

Decision for which standard operating procedures are not defined; technical questions or job duties beyond the scope or knowledge of this position.

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.

Typical office setting with no adverse environmental conditions. The position requires long-term computer, multi-line telephone, copying, scanning, and filing work. Possible travel throughout Michigan for meetings and trainings, if required.

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):

- | | |
|---|--|
| ☐ 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. |

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?

The function of this position is to perform general administrative and clerical support for 811PRA staff.

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

Minimal updates upon Division reorg

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

The function of the work area is to ensure 811PRA policies and procedures are in accordance with the federal regulations and MSHDA priorities. The function of this position is to effectively support the 811PRA staff and to assist with 811PRA phone lines and file maintenance.

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 interpret, apply, and explain instructions and/or guidelines. •Ability to determine work priorities. •Ability to communicate effectively in both verbal and written formats. •Possess strong organizational skills. •Knowledge of office practices, procedures, and computer software applications. •Ability to type professional business letters, reports, charts, spreadsheets, and e-mails. •Ability to respond to emotional callers and maintain professionalism. •Knowledge of filing protocols and general record keeping procedures.

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.

N/A

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

AMBER MARTIN

Appointing Authority

9/1/2026

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
