

OFFICE OF FINANCIAL AND INSURANCE REGULATION JOB VACANCY NOTICE

CLASS/LEVEL: General Office Assistant 5-E7
DIVISION/SECTION: Consumer Services Division
DEADLINE TO RESPOND: 1-8-09

~~~~~  
 INTERESTED APPLICANTS SHOULD SUBMIT A RESUME, COVER LETTER AND CIVIL SERVICE ADMINISTRATIVE SUPPORT APPLICATION (5030) TO DLEG, OFFICE OF FINANCIAL AND INSURANCE REGULATION, HUMAN RESOURCES/BUDGET DIVISION/OFIR 08-67, P.O. BOX 30220, LANSING, MICHIGAN 48909 OR FAX TO (517) 335-1450 BY THE DEADLINE DATE.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                 |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| COUNTY/LOCATION         | Ingham/Lansing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                 |
| PAY RANGE               | \$14.01-\$19.80/hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                 |
| DESCRIPTION OF POSITION | As part of the Communications Center team, the position serves as the Office of Financial and Insurance Services' primary point of initial contact with the public. This responsibility includes answering, screening and routing of incoming telephone calls, personal visits and general correspondence. This position also retrieves data from various data sources to answer questions and supply information to interested parties. The position provides general clerical support for the office. |                                                                                                                                 |
| EDUCATION               | Educational level typically acquired through completion of high school.                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                 |
| EXPERIENCE              | General Office Assistant 5 - No specific type or amount of experience is required.<br>General Office Assistant 6 - One year of administrative support experience.<br>General Office Assistant E7 - Two years of administrative support experience, including one year equivalent to the intermediate level.                                                                                                                                                                                             |                                                                                                                                 |
| SPECIAL REQUIREMENTS    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                 |
| RESPOND TO              | Posting No.:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | OFIR 08-67                                                                                                                      |
|                         | Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | DLEG, Office of Financial & Insurance Regulation, Human Resources/Budget Division/OFIR08-67, P. O. Box 30220, Lansing, MI 48909 |
|                         | E-Mail Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                 |
|                         | Fax:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | (517) 335-1450                                                                                                                  |

and pass a pre-employment drug test as a condition of employment

**This is an announcement of a position vacancy and does not constitute an offer of employment.**

|                                     |
|-------------------------------------|
| <b>1. Position Code</b><br>COMNASTE |
|-------------------------------------|

**State of Michigan**  
**Department of Civil Service**  
 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.**

|                                                                                                                              |                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b><br><br>_____                                                                   | <b>8. Department/Agency</b><br><br>LABOR AND ECONOMIC GROWTH                                                                      |
| <b>3. Employee Identification Number</b><br><br>_____                                                                        | <b>9. Bureau (Institution, Board, or Commission)</b><br><br>OFFICE OF FINANCIAL AND INSURANCE REGULATION                          |
| <b>4. Civil Service Classification of Position</b><br><br>COMMUNICATIONS ASSISTANT 5                                         | <b>10. Division</b><br><br>CONSUMER SERVICES                                                                                      |
| <b>5. Working Title of Position (What the agency titles the position)</b><br><br>COMMUNICATIONS CENTER CLERK                 | <b>11. Section</b><br><br>COMMUNICATIONS CENTER                                                                                   |
| <b>6. Name and Classification of Direct Supervisor</b><br><br>KRISTIE TABER, DEPARTMENTAL MANAGER 15                         | <b>12. Unit</b><br><br>COMMUNICATION CENTER                                                                                       |
| <b>7. Name and Classification of Next Higher Level Supervisor</b><br><br>CATHERINE J. KIRBY, STATE DIVISION ADMINISTRATOR 17 | <b>13. Work Location (City and Address)/Hours of Work</b><br><br>611 W. OTTAWA, LANSING<br>8:00 A.M. - 5:00 P.M., MONDAY - FRIDAY |

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

As part of the Communications Center team, the position serves as the Office of Financial and Insurance Services' primary point of initial contact with the public. This responsibility includes answering, screening and routing of incoming telephone calls, personal visits and general correspondence. This position also retrieves data from various data sources to answer questions and supply information to interested parties. The position provides general clerical support for the office.

**For Civil Service Use Only**

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 95

Communications Center Assistance

**Individual tasks related to the duty.**

- Answer incoming communications with OFIR, using a variety of databases and scripted answers.
- Route complex and non-routine inquiries and requests to appropriate staff members.
- Complete logs of incoming communications and other reports on activities of the Communications Center.
- Periodically conduct surveys via telephone, in person and in writing of OFIS' customers to measure the performance in terms of meeting the needs of its customers.

Duty 2

General Summary of Duty 2                      % of Time 5

Mail, Copying , and other office support as needed

**Individual tasks related to the duty.**

- Prepare and mail routine correspondence, including complaint forms and informational booklets.
- Process large mailings, utilizing mailing and inserting equipment.
- Copy large volumes of documents, including those prepared in response to requests under the Freedom of Information Act (FOIA)
- Provide assistance with filing, copying, and other duties as needed for the Consumer Services Division .

Duty 3

**General Summary of Duty 3**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 4

**General Summary of Duty 4**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

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.

What data source to use to answer inquiries. Which method (telephone, mail, fax) is most efficient in responding to requests for information. Decisions affect internal staff, the media, the general public, OFIR industry representatives, financial services entities and all other parties interested in OFIR operations.

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

How to process non-routine inquiries involving interpretation of OFIR Codes and communications that may have broad policy implications.

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.

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, considerable microcomputer usage which involves repetitive motions involved in data entry and normal office routines.

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):

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> 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?**

As part of the Communications Center team, the position serves as the Office of Financial and Insurance Regulation's primary point of initial contact with the public. This responsibility includes answering, screening and routing of incoming telephone calls, personal visits and general correspondence. This position also retrieves data from various data sources to answer questions and supply information to interested parties. The position provides general clerical support for the office.

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

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

The division is responsible for media relations, forms development and maintenance, communications and to provide excellent service to consumers who contact OFIR with a complaint regarding financial services entities. This position is part of a team performing all duties assigned to the Communications Center.

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

**EDUCATION:**

Knowledge and skills typically acquired through completion of high school.

**EXPERIENCE:**

No specific type or amount needed.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Familiarity with computer and general office automation software.
- Ability to type and perform basic data entry.
- Knowledge of general office procedures and equipment.
- Ability to communicate effectively is essential.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

*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