This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

<table>
<thead>
<tr>
<th>2. Employee's Name (Last, First, M.I.)</th>
<th>8. Department/Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Michigan Department of Civil Rights</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Employee Identification Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>4. Civil Service Position Code Description</th>
<th>10. Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Departmental Technician 7/8/E9</td>
<td>Enforcement</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Working Title (What the agency calls the position)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake Representative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Taj Williams, Civil Rights Manager-1 (12)</td>
<td>Service Center Intake</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Name and Position Code Description of Second Level Supervisor</th>
<th>13. Work Location (City and Address)/Hours of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renee D. Kenyon, State Administrative, Manager-1(15)</td>
<td>3054 W. Grand Blvd., Detroit, MI</td>
</tr>
<tr>
<td></td>
<td>Cadillac Place, Suite 3-600</td>
</tr>
<tr>
<td></td>
<td>8:00 a.m.-5:00 p.m.</td>
</tr>
</tbody>
</table>

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

The employee will assess customer needs and perform all duties related to the Evaluation and Complaint Initiation Process. The employee in this position will conduct interviews, determine appropriate service, review allegations of unlawful discrimination and determine if the allegations warrant filing a formal complaint of unlawful discrimination. The employee will either provide information, referrals and/or compose a formal complaint, or compose a statement of concern (SOC) explaining the reason for not processing a formal complaint.

This is a composite description for employees at level 7/8/E9
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.

<table>
<thead>
<tr>
<th>Duty 1</th>
<th>General Summary of Duty 1</th>
<th>% of Time</th>
<th>80</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Assesses customer needs in accordance with the Enforcement Process, policies and procedures.</td>
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</tbody>
</table>

**Individual tasks related to the duty.**
- Receive customer contacts by phone (TDD), mail, e-mail, fax and in person in interview.
- Input customer information into database and record the appropriate request.
- Acquire sufficient information to adequately assess customer need.
- Explain, determine and/or provide the appropriate service(s).
- Evaluate customer concerns alleging unlawful discrimination and determine whether to process a formal complaint or SOC.
- Provide information and/or referral(s).
- Provide department publications, reports, laws, pamphlets, posters, or brochures.
- Issue customer a written referral which includes name, address, telephone number and contact person.

<table>
<thead>
<tr>
<th>Duty 2</th>
<th>General Summary of Duty 2</th>
<th>% of Time</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Collaborate and participate as an effective member of an Enforcement unit and other units as needed.</td>
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</tbody>
</table>

**Individual tasks related to the duty.**
- Attend and actively participate in staff meetings.
- Establish and follow staff protocols and rules.
- Adhere to department work rules and job expectations.
- Develop strategies to achieve the department’s goals.
- Maintain open channels of communication with all MDCR staff.
- Work collaboratively with manager(s) and other colleagues (staff attorneys, mediation staff, etc.)
### Duty 3

**General Summary of Duty 3**  
% of Time **5**  
Improve skills and professional development.

**Individual tasks related to the duty.**
- Identify resources which can be used to enhance agency and/or individual performance.
- Read all internal publications including but not limited to policies and procedures, department memos, MCRC position statements and press releases.
- Review information from external publications related to civil rights as appropriate.
- Participate in training as assigned.

### Duty 4

**General Summary of Duty 4**  
% of Time **5**  
Miscellaneous duties.

**Individual tasks related to the duty.**
- Perform other duties and projects as assigned.
- Assist as needed.
16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determine, after interview of customer, which service is needed. If the service is a complaint issue, determine whether a formal complaint or statement of concern will be processed based on MDCR jurisdiction.

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

Employee would be expected to have supervisor review statement of concerns and formal complaints.

18. What kind of physical effort is used to perform this job? What environmental conditions is 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, computer use, and limited lifting.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<table>
<thead>
<tr>
<th>NAME</th>
<th>CLASS TITLE</th>
<th>NAME</th>
<th>CLASS TITLE</th>
</tr>
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<tbody>
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20. This position’s responsibilities for the above-listed employees includes the following (check as many as apply):

- Complete and sign service ratings.
- Provide formal written counseling.
- Approve leave requests.
- Approve time and attendance.
- Orally reprimand.
- Assign work.
- Approve work.
- Review work.
- Provide guidance on work methods.
- 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?
   This is a new position.

23. What are the essential functions of this position?
   Assess customer need and provide or make available all service options related to the Intake Process.

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 Intake Unit is part of the Enforcement Process and provides a full range of customer service options. The position assesses customer needs and is generally the first point of contact with the department.
26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

**EDUCATION:**
Possession of a high school diploma.

**EXPERIENCE:**
See Civil Service Commission Classification Specification.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**CERTIFICATES, LICENSES, REGISTRATIONS:**

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

/s/ Renee D. Kenyon 7/30/2010
Supervisor’s Signature Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

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

None

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

/s/ Donna Allen Wilson 7/30/2010
Appointing Authority Signature Date

**TO BE FILLED OUT BY EMPLOYEE**

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’s Signature Date

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