

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Client Services Coordinator

AGENCY: Legislative Service Bureau

DIVISION: Legal

SALARY SCHEDULE RANGE NUMBER: E

STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

This employee serves as receptionist for the Legal Division. Determines needs and routes caller or visitor to the appropriate staff for assistance. Responds to inquiries regarding Legal Division services. Coordinates the delivery of all office documents and maintains electronic records of deliveries made. Maintains Legal Division's central filing system. Performs word processing and a variety of other secretarial functions as needed. Serves as backup to the Request System Coordinator.

EXAMPLES OF WORK:

- Serves as receptionist for the Legal Division, including screening calls, correspondence, and visitors.
- Responds to questions from callers and visitors, making referrals to other resources or directing the call to the appropriate staff.
- Takes telephone messages for staff or forwards calls to voice mail system if requested by the Division staff or caller.
- Provides information to callers and visitors regarding the services and products of the Legal Division.
- Handles confidential information relating to legislation.
- Prepares bills and other documents for delivery to legislative offices.
- Prioritizes and coordinates the delivery of legislative documents to State agencies and legislative offices.
- Assists legislative aide in preparing delivery slips.

- Enters data and information into the MichLaw bill request and bill drafting systems.
- Sends confirmation PDF delivery notice to legislative staff.
- Transmits electronic documents filed in MichLaw to the House and Senate staff.
- Provides follow-up with other Legal Division staff to ensure client needs are processed efficiently and effectively.
- Coordinates front desk coverage during all business hours in consultation with the division director.
- Performs word processing, filing, and other secretarial and clerical functions as assigned.
- Maintains meeting room schedule for the Legislative Council Conference Room, Legal Division Library, and the Legal Division Conference Room.
- Recommends changes in office procedures as needed to ensure that services to Legal Division clients are delivered in a high quality, professional, and efficient manner.
- Receives building maintenance requests for the Legal Division and initiates work order requests for maintenance or repairs with Boji Tower management.
- Organizes, updates, and distributes the LSB phone list of legislators and legislative offices.
- Oversees the Division's facsimile machine and distributes materials to staff when received.
- May distribute mail or other documents/information to other Legal Division staff.
- May serve as backup to the Request System Coordinator.
- Serves as backup to the legislative aide.
- Prepares amends lines for upload to MiLeg.
- Serves as backup to the Legal Division Executive Assistant.
- Checks LSB Legal Division email when Executive Assistant is absent.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Knowledge of modern office procedures related to recordkeeping, filing, and standard office operations.
- Ability to operate and maintain standard office equipment such as a computer, photocopier, facsimile machine, etc.
- Ability to comfortably use standard hardware, operating system, and print functions of a PC.
- Ability to learn and use internal software programs, including timekeeping, email, and employee self-service.
- Ability to comfortably use standard functions of Microsoft Word.
- Ability to confidently use standard functions of MichLaw bill request, bill drafting, and bill status systems.
- Ability to analyze and solve problems.
- Knowledge of legal and bill drafting terminology.
- Working knowledge of the legislative process, role of the Legislative Service Bureau, and the products and services of the Legal Division.
- Ability to maintain confidentiality of records and information.
- Ability to conduct Internet and Michigan Compiled Law searches and use legislative websites (InsideSource and MiLeg).
- Ability to exhibit strong customer service skills, including the ability to deal tactfully and courteously with the public.
- Ability to communicate verbally in a positive and proactive manner.
- Ability to deal with frequent changes, delays, and unexpected events.
- Ability to prioritize work and complete responsibilities under time constraints, deadlines, and intense pressure.
- Ability to use correct spelling, English usage, grammar, and punctuation skills.
- Ability to maintain favorable public relations.

MISSION STATEMENT PRINCIPLES AND GOALS:

- Displays a team-oriented attitude toward co-workers and other Legislative Council staff.
- Provides high-quality services and products to members of the Legislature and other customers.
- Acts in a professional manner.
- Takes initiative in improving one's knowledge, skills, and judgments so as to better serve the Legislature.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- High school graduate or possession of GED certificate required.
- Minimum of one year secretarial/clerical experience with public contact required.
- Experience in the use of personal computers, including proficiency in Microsoft Word and database management, required.
- Experience with database and records management required.
- Strong interpersonal skills required, including the ability to work with a diverse constituency.
- Multi-line phone experience highly desired.
- Equivalent combination of education and experience acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work overtime as required, including early morning, late evening, weekends, and holidays as needed.