

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: E

STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

This employee serves as receptionist for the Legal Division. As receptionist, the employee organizes and maintains a welcoming and professional front desk reception area. Determines needs and routes caller or visitor to the appropriate staff for assistance. Responds to inquiries regarding Legal Division services. Coordinates the delivery of office documents and maintains electronic records of deliveries made. Performs word processing and a variety of other clerical functions as needed. Serves as backup to the Lead Legislative Aide.

EXAMPLES OF WORK:

- Serves as receptionist for the Legal Division, including screening calls, correspondence, and visitors. Organizes and maintains a welcoming and professional front desk reception area.
- Serves as backup to the Lead Legislative Aide assisting with deliveries, preparing delivery slips, and sending delivery confirmation to legislative staff.
- Responds to questions from callers and visitors, making referrals to other resources, taking messages, forwarding to voicemail, or directing the call to the appropriate staff.
- Handles confidential information relating to legislation.
- Prepares, prioritizes, and coordinates delivery of bills and other documents for delivery to state agencies and legislative offices.
- Enters data and information into the MichLaw bill request and bill drafting systems.
- Prepares and distributes committee notices and daily agendas.

- 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 Support Services Manager.
- Performs word processing, filing, recordkeeping, and other clerical functions as assigned.
- Maintains meeting room schedule for the Legislative Council Conference Room 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.
- Assists support staff with administrative tasks as needed.
- 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.
- 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.
- 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.
- 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 to better serve the Legislature.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- High school graduate or possession of GED certificate required.
- Minimum of one year clerical experience with public contact desired.
- 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.
- Multi-line phone experience highly desired.
- Equivalent combination of education and experience acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be physically able to perform the essential functions of the position, which may include walking outside in all types of weather conditions.
- Must be willing and able to work occasional overtime as required, including early morning, late evening, weekends, and holidays.