

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DOSADEC34R

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 DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Customer Services Administration
4. Civil Service Position Code Description DEPT OF STATE AIDE-E	10. Division Branch Operations
5. Working Title (What the agency calls the position) DEPARTMENT OF STATE AIDE	11. Section District 1
6. Name and Position Code Description of Direct Supervisor DAMITIO, CAREY A; DEPT OF STATE BRANCH SUPV-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor WITT, MELISSA L; DEPARTMENTAL MANAGER-3	13. Work Location (City and Address)/Hours of Work Varied / Varied / Sunday through Saturday 40+ hours a week

14. General Summary of Function/Purpose of Position

The primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position will be assigned to Mobile Office. Daily travel within a designated territory of the state will be required. The primary focus of the Mobile Office will be to serve the marginalized community. Minimal to no over-night travel will be required. Will be required to occasionally work evening and weekends. When not scheduled for the mobile office, this position may be required to report to a branch office within the area to assist customers.

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: 20

Assists customers/callers by providing information about services available at the Secretary of State branch offices. Services the marginalized community within the State of Michigan.

Individual tasks related to the duty:

- Determines what services the applicant/caller needs
- Identifies the requirements for the transaction
- Determines if applicant/caller has the necessary documents for the transaction
- Offers suggestions on how customers may obtain needed documents
- Directs customers to where services may be obtained
- Offers any additional information that may be helpful to customers
- Provides customer service that is expedient, friendly, courteous, knowledgeable and helpful

Duty 2

General Summary:

Percentage: 20

Issues drivers license and personal identification.

Individual tasks related to the duty:

- Issues driver licenses and ID's, (chauffeur, operator, graduated, moped and restricted licenses, personal ID's, blind ID's, motorcycle and CDL endorsements)
- Determines applicant's eligibility by use of computer terminal and supporting documents
- Requests, reviews, and documents required identification. Checks for fraudulent documents
- Administers appropriate tests such as vision, written, and road sign
- Makes proper referrals for ineligible applicants
- Makes testing arrangements for applicants who are handicapped, foreign speaking, or in need of assistance for testing purposes
- Reviews doctor's statements, and if questionable, refers to manager
- Processes transactions using the proper checks for accuracy
- Collects proper fees, takes photographs and issues temporary license
- Compiles and prepares daily reports

Duty 3

General Summary:

Percentage: 20

Assists customers with various vehicle transactions

Individual tasks related to the duty:

- Obtains proper legal documents
- Examines documents to establish ownership
- Looks for signs of fraudulent activity
- Verifies Department records by use of computer terminal
- Processes applications
- Dispenses required plates, tabs and permits
- Determines and collects appropriate fees and taxes
- Provides service to Michigan automobile, watercraft, and mobile home dealers
- Compiles, prepares and completes daily reports

Duty 4

General Summary:

Percentage: 15

Set up/Tear down of Mobile Branch Office

Individual tasks related to the duty:

- Responsible for driving the Mobile Office to and from scheduled locations.
- Set up equipment as necessary for Mobile Office to provide services to Michigan citizens.
- Tear down equipment as necessary for Mobile Office.
- Responsible for safety and handling of Mobile Office equipment

Duty 5

General Summary:

Percentage: 10

Cash control

Individual tasks related to the duty:

- Serves as cashier
- Balances cash/checks with transactions
- Compiles and prepares deposits
- Deposits monies collected
- Complies with cash control procedures

Duty 6

General Summary:

Percentage: 5

Voter registration

Individual tasks related to the duty:

- Affords all persons the opportunity to register to vote
- Assists in the completion of voter registration applications
- Reviews, sorts and forwards applications to appropriate city, township or county clerk

Duty 7

General Summary:

Percentage: 5

Inventory control

Individual tasks related to the duty:

- Uses and dispenses inventory in conjunction with established inventory control procedures

Duty 8

General Summary:

Percentage: 5

Miscellaneous

Individual tasks related to the duty:

- Assists office manager with correspondence
- Compiles and prepares all reports necessary for the operation of a branch office
- Develops and maintains knowledge of Department policies, rules, and procedures
- Develops and maintains general knowledge for proper referral of inquiries to other agencies
- Assists in investigations, including giving testimony when required
- Participates in housekeeping chores
- May serve as timekeeper
- Completes beginning and end of day activities

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

Most phone calls and transactions are handled independently. If guidelines or instructions are not available, assistance is sought from supervisor, District Manager, Branch Operations or Lansing in-house units.

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

Questionable identification or other questionable documentation, customer requests that are out of the normal scope of branch practices, situations where issues or solutions are unclear.

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.

Work is performed in a Mobile Office or Department of State branch office. Counter work is usually performed while standing (for up to 8 hours per day). Must be able to lift 50-pound boxes and push/pull 75 pounds. Will be required to assist the manager with setting up and tearing down the office at each event. May sometimes be required to work in a non-climate-controlled environment. Operation of a SOM vehicle will be required. May occasionally make trips to the bank to make deposits or obtain change. Will be required to occasionally work evening and weekends.

Equipment used and maintained in daily operation: IT (Intelligent Terminals), validation stamps, vision testing machine, phones, fax, PC, and related computer equipment, camera, calculator

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):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | 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 primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position will be assigned to Mobile Office. Daily travel within a designated territory of the state will be required.

The primary focus of the Mobile Office will be to serve the marginalized community. Minimal to no over-night travel will be required. Occasional weekend and evening events may be required. When not scheduled for the mobile office, this position may be required to report to a branch office within the District to assist customers.

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

The function of Mobile Office is to provide information and excellent customer service to the marginalized citizens of the State of Michigan. This position is part of Branch Operations which issue personal ID cards, driver license, voter registration, titles, vehicle registrations and permits. Employees establish identity, eligibility, and ensure applicants are qualified for a driver license to operate motor vehicles on the highway, inspect documents, and issue license plates and registrations, titles and various permits; assist customers who wish to register to vote, and collect and secure large sums of money. Department of State Aides serve the citizens of Michigan by providing information from the Secretary of State Branch Office counters.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Department Of State Aide 6

No specific type or amount is required.

Department Of State Aide 7

One year of experience equivalent to a Department of State Aide 6.

Department Of State Aide E8

Two years of experience equivalent to a Department of State Aide, including one year equivalent to a Department State Aide 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent telephone skills.
- Ability to meet and deal effectively with the public.
- Ability to collect and handle large amounts of money under high volume conditions.
- Must possess a professional manner, pleasing personality, professional dress and appearance.
- Employee must maintain a valid driver license
- At the 8 level, the ability to explain instructions and guidelines to others effectively, to organize and coordinate the work of the office, and to determine work priorities and assignments during the training of other DOS Aides or new employees.

CERTIFICATES, LICENSES, REGISTRATIONS:

CDLKTEX - Pursuant to the Commercial Motor Vehicle Safety Enhancement (CMVSE) Act and the requirements established by the Federal Motor Carrier Safety Administration (FMCSA), this designation requires a nationwide criminal history background check prior to position appointment. The employee, once appointed, is required to successfully complete a formal CDL training course, and knowledge test prior to certification as a CDL Knowledge Test Examiner. Additionally, the incumbent will be required to pass refresher training and examination every four years.

SECCHDPOS - Position requires incumbent be a United States Citizen and pass a thorough background investigation to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

SPR: Position requires incumbent to possess and maintain a valid driver's license.

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.

None

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

Appointing Authority

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