

**State of Michigan
Civil Service Commission**

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

Position Code

1. DSBRSVPV2

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) Bureau of Branch Operations
4. Civil Service Position Code Description Dept Of State Branch Supv-2	10. Division Branch Operations Division
5. Working Title (What the agency calls the position) Mobile Office Support Manager	11. Section
6. Name and Position Code Description of Direct Supervisor JOYNER, JASON C; DEPARTMENTAL MANAGER-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor PERRYMAN, LAKEESHA M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Varied / Sunday - Saturday 40+ hours a week

14. General Summary of Function/Purpose of Position

This is the support supervisor for the Department of State Branch Supervisor classification.

This position will function as the support manager of Department of State Mobile Office. It ensures training of set-up, tear-down, and maintenance of the office. All standard branch office procedures will be followed in regard to the processing of transactions. This position assists in representing the Secretary of State and the Agency's viewpoints by conveying at events. The office's primary focus will be serving the communities within a specific region of the state. Will be required to occasionally work 10+ hours days as well as 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: 30

Develops skills in leadership and supervision

(Practical experience provided in training in the office or mobile events and during acting supervisor assignments)

Individual tasks related to the duty:

- Foster a positive, team-oriented environment grounded in integrity, accountability, trust, and respect for diversity
- Support hiring efforts and ensure new employees are thoroughly trained and confident in their roles
- Provides guidance, policy interpretation, and assistance with challenging customer situations
- Coordinates office operations, job assignments, and employee scheduling in accordance with union contracts
- Deliver ongoing coaching, impromptu training, and clear communication of new or updated procedures
- Identify staff training needs, arrange appropriate development, and ensure employees stay current on procedural changes
- Leads staff through organizational changes with adaptability of a positive approach
- Monitor employee performance, complete evaluations, and administer counseling or discipline in alignment with policy
- Ensure accurate and timely submission of all required office, leave, and attendance reports
- Encourage staff participation in improving customer service, workflow, and overall efficiency
- Directs and reviews the work of DOS Aides and learn key managerial tasks such as preparing rating, approving leave, and applying managerial discretion
- Prepare correspondence for customers and individuals contacting the mobile office

Duty 2

General Summary:

Percentage: 15

Provides excellent customer service and supports community outreach activities, including Mobile Office events under supervision

Individual tasks related to the duty:

- Maintains strong, positive working relationships with the community
- Determines applicant/caller needs
- Identifies requirements, provides information/helpful suggestions
- Review of legal documents and other documents relevant to the transaction
- Evaluate, approve/deny applications of driver's license, personal identification cards, titles, registrations, permits, and voter registration in accordance with State, Federal and various governmental statutes and Departmental regulations.
- Operates data system to make inquiries, retrieve information, and to process transactions
- Administers required testing
- Collects appropriate fees and taxes, secures funds
- Schedules appointments for customers that require services not provided at the mobile office
- Operates the Mobile Office including driving to and from events

Duty 3

General Summary:

Percentage: 15

Learn and apply practices to maintain a safe and functional office environment by ensuring equipment works properly and addressing physical plant issues. You also learn and apply office security procedures while resolving facility, landlord, and contracted service concerns

Individual tasks related to the duty:

- Ensure data security, confidentiality, and compliance with departmental policies for record access and handling
- Maintains proper cash handling practices, audit readiness, cash control compliance and full accountability for collecting funds
- Maintains control and accountability for all inventory, office supplies, forms and assigned state vehicles
- Train staff on updated security, cash, inventory, and office procedure requirements while modeling ethical conduct
- Monitor and maintain general office and mobile-unit physical conditions; documents issues and coordinate repairs with managers, landlords, or property management
- Identify security risks, maintain overall office security, and recommend improvements
- Performs basic troubleshooting of office equipment and analyze system or BOS problems, escalating complex issues as needed
- Report serious equipment or vendor service failures and coordinate repaired requests
- Ensure laptops receive required updates and adequate supplies are available for staff
- Completes required mobile-office reports, including maintenance, expenses, and event reports, while assisting with general office duties.

Duty 4

General Summary:

Percentage: 15

Provide courteous, efficient, and accurate customer service to individuals contacting or visiting the branch, ensuring their needs are addressed professionally at both the counter and by phone. You maintain a strong customer focus by building productive relationships and representing the Secretary of State

Individual tasks related to the duty:

- Build strong, positive relationships within the community by understanding customer needs, supporting marginalized groups, and demonstrating a commitment to excellent service
- Resolves difficult customer issues with professionalism and creativity, taking extra steps when needed to ensure effective assistance
- Determines customer needs, review required documents, and provide accurate information and guidance
- Evaluates, approves/denies applications for licenses, IDs, titles, registrations, permits, and voter registrations in accordance with all governing regulations
- Operates data systems to retrieve information, process transactions, and administer required testing while being able to complete all branch transaction types
- Collect and secure fees and taxes, maintaining full compliance with cash handling policies
- Consult departmental resources to ensure proper processing methods and to stay current on procedural and policy changes

Duty 5

General Summary:

Percentage: 15

Completes all Support requirements

Individual tasks related to the duty:

- Meet regularly with supervisor
- Exhibits enthusiasm for the task and duties assigned
- Attends regular meetings
- Completes all required class work
- Attends in-house training sessions
- Completes temporary acting supervisor assignments
- Maintains open and honest communication with training team, supervisor and office staff
- Supports the Branch Operations management team and the agenda of the Secretary of State

Duty 6

General Summary:

Percentage: 10

Performs other related duties for the office, district, or bureau

Individual tasks related to the duty:

- Completes other tasks to ensure the smooth operation of the local branch office
- Looks for ways to improve office service/efficiency, looks for ways to incorporate value-added services
- Implements changes resulting from office evaluations or sight visits
- Attend district meetings as necessary
- Attend training to enhance personal and professional development
- May be required to assist with office moves and/or installation of new equipment
- Directs and assists with office "housekeeping" duties

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

As a support mobile office supervisor, this position will gradually take on more independent decision making as you gain experience. Early on, the work is closely reviewed, but over time you begin making daily decisions based on your understanding of statutes, policies, and procedures. This position decides when it is appropriate to make exceptions to normal practices, approve or deny applications, and determine whether documents appear legitimate. When something seems fraudulent, this position will report it immediately. Making decisions as the supervisor that affect staff, including creating work schedules, reviewing performance, identifying training needs, and handling routine labor relations issues.

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

Any issue or question beyond the employee's current level of training. Designated cash and inventory control discrepancies are reported to the supervisor. Major labor relation decisions are reviewed or made by higher-level supervision. Significant variances from established policy and/or procedures are approved by supervisor or Branch Operations Administration. Quality and quantity of work performed is reviewed/evaluated by district staff.

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.

Must be able to transport license plates and other supplies from storage to work area. Must be able to handle stressful situations. May be responsible for transporting large sums of cash to the bank. Majority of the employee tasks are completed while standing (for up to 8 hours a day).

This is a physically demanding position. Staff must be able to lift at least 50lbs as well as push/pull equipment weighing up to 75lbs (for example moving folding tables, totes with office equipment including laptops and printers). Must have advance I.T. knowledge so as to be able to assemble and disassemble equipment at each event as well as being able to immediately troubleshoot. May be required to work in a non-climate-controlled environment. Will be required to occasionally work 10+hour days as well as evenings and weekends.

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

DOS Aides, State Workers and Student Assistants

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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?

This position will function as the support manager of Department of State Mobile Office. It ensures training of set-up, tear-down, and maintenance of the office. All standard branch office procedures will be followed in regard to the processing of transactions. This position assists in representing the Secretary of State and the Agency's viewpoints by conveying at events. The office's primary focus will be serving the communities within a specific region of the state. Will be required to occasionally work 10+ hours days as well as 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.

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 Branch Operations Division is responsible for providing the local communities with the services available through the Secretary of State offices. This support level Branch Supervisor works under the close supervision of staff, learning everything they must know to successfully and independently supervise a branch office.

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

EDUCATION:

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:

Department Of State Branch Supervisor 9 - 10: No specific type or amount is required.

Alternate Education & Experience

Four years of experience equivalent to a Department of State Aide, including two years equivalent to a Department of State Aide E8 or one year equivalent to a Department of State Aide 9 may be substituted for the education and experience requirements. OR Completion of one year of college and one year of experience as a Department of State Aide E8 may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

High standards of honesty, integrity, and teambuilding. Accurate cash handling skills. PC and keyboarding skills. Good office supervision techniques, good public relation skills, excellent understanding of good customer service. Must be able to handle multiple tasks effectively, deal with a wide range of individuals, handle and resolve stressful situations, direct employee activities, provide instruction, and maintain acceptable work standards. Exercise good judgment. Effectively deal with employees, governmental staff, and the public.

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. Once appointed, the employee 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 possess and maintain a valid driver's license, in accordance with agency's driving record standards.

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