

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DSBRSVP2

Civil Service Class and Level: Dept Of State Branch Supv-2

Working Title (What the agency calls the position): BRANCH SUPPORT SUPERVISOR

Name and Position Code Description of Direct Supervisor: DEPARTMENTAL MANAGER-2

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): BRANCH OPERATIONS

Division: BRANCH OPERATIONS

Section: BRANCH ADMINISTRATION

Unit:

Work Location (City and Address)/Hours of Work: LOCATIONS THROUGHOUT THE STATE / Varried

General Summary of Function/Purpose of Position: The Department of State Branch Supervisor 10 functions as a branch support supervisor of a Department of State branch office.

Assigned duties and tasks for each duty.

Duty 1: Provides leadership and supervision.

Supervises a staff of Department of State Aides who are responsible for providing Secretary of State branch office services for the citizens of the State of Michigan. May also supervise subordinate level supervisory positions.

- Promotes environment of good employee morale, team-work, integrity, accountability, and efficient, courteous customer service
- Demonstrates high standards of trust, honesty, openness, and respect for the diversity of individuals
- Assists with the selection process to hire courteous, efficient office staff
- Ensures newly hired employees are properly trained
- Serves as coach and mentor for branch manager trainees
- Assists employees with difficult customers and/or unusual circumstances
- Provides interpretation of rules, policies, and procedures
- Schedules employee work hours in accordance with union contract and available hours
- Coordinates office activities, job assignments
- Provides impromptu training
- Implements new procedures, disseminates information to staff
- Determines staff training needs and arranges for training
- Ensures employees are knowledgeable and up to date on procedural changes
- Exhibits adaptability; reflects a positive attitude to change; guides staff in adjusting to new work structures, processes, requirements and cultures
- Monitors employee performance and completes employee evaluations
- Provides counseling and discipline in compliance with management direction and contractual obligations
- Approves leave usage; provides timely and accurate reporting for leave and attendance
- Ensures all required office reporting is completed/submitted timely and accurately
- Composes correspondence to customers and other making inquiry directly to the office
- Conducts regular staff meetings
- Encourages staff to offer suggestions for customer service and work flow improvements

Duty 2: Exhibits strong customer focus: Develops and maintains productive customer relationships; serves as a community representative of the Secretary of State.

- Seeks to understand the needs of the customers in the community
- Maintains strong, positive working relationship with the community
- Stresses the commitment to excellent customer service
- Resolves difficult customer problems, seeks innovative ways to provide assistance
- Investigates and responds to customer complaints, unfavorable comment cards, Miller referral letters
- Fosters good working relationships with office designated dealers

Duty 3: Maintains office security.

- Maintains general office security
- Maintains data security; adheres to BBOS and Department policies related to the access, use and release of record information
- Adheres to cash control procedures and ensures branch is in compliance with all cash controls
- Maintains accountability for all monies collected at the branch
- Performs banking functions for the branch office
- Provides training on new or modified cash, inventory, and/or office security procedures
- Maintains control of all inventoried items
- Maintains staff accountability for inventory used
- Notes security risks and makes recommendations for improving security

Duty 4: Maintains a safe physical plant environment; ensures office has properly functioning equipment.

- Monitors general physical condition of the office
- Communicates with landlord and Property Management Section for needed repairs
- Documents and reports vendor service problems
- Directs and assists with office “housekeeping” duties
- Monitors and verifies any direct office billings
- Analyzes systems problems, attempts diagnosis and resolution, resolves more complex problems with assistance of in-house staff
- Provides basic troubleshooting for office equipment
- Reports more serious equipment failures and requests repairs as directed
- Ensures adequate office supplies and forms are available to staff, requisitions supplies as needed

Duty 5: Provides courteous, efficient customer service for those calling and/or visiting the branch office

- Determines applicant/caller needs
- Identifies requirements, provides information/helpful suggestions
- Reviews legal documents and other documents relevant to the transaction
- Evaluates, approves/denies applications for drivers 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

Duty 6: Performs other related duties for the office, region, or bureau

- 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
- Accepts temporary assignments to assist Bureau staff
- Attends regional meetings
- Attends training to enhance personal and professional development
- May be required to assist with office moves and/or installation of new equipment

Types of decisions made independently and whom or what those decisions affect: As on-site supervisor, makes many daily decisions based on knowledge of statutes, policies and procedures. This employee decides if it is within the position's authority to make exceptions to usual practices. Approves/denies applications. Determines if documents appear to be legitimate, reports/refers all fraudulent documents. Determines employee work schedules, reviews employee performance, determines staff training needs, handles routine labor relation issues.

Types of decisions that require the supervisor's review: Designated cash and inventory control discrepancies are reported to supervisor. Major labor relation decisions are reviewed or made by higher-level supervision. Significant variance from established policy and/or procedures are approved by supervisor or Lansing staff. Quality and quantity of work performed is reviewed/evaluated by district or division staff.

Physical effort used to perform this job and environmental conditions of this position: Responsible for maintaining a safe and professional work environment. Employee may be required to handle difficult customers, call law enforcement to remove a customer, call EMS to transport a medical emergency, clean up after a customer who has become sick in the office, and provide a clear walkway for customers to enter the office. 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). As a branch support supervisor, this position will have a significant amount of travel in all weather conditions.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: As a branch support supervisor in any size office, this position is responsible for the smooth operation of the branch. As a branch support supervisor a significant amount of travel will be required. This position is responsible for the supervision of subordinate staff, staff scheduling, labor relation issues, physical plant operation, cash and inventory control, and timely, accurate reporting. This position also provides applicants/callers with courteous, efficient customer service, and serves as the Secretary of State representative in the local community.

The function of the position's work area and how it fits into that function: The Bureau of Branch Office Services is responsible for providing the local communities with the services available through the Secretary of State offices. This position serves as the supervisor in a branch office as noted above.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

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

EXPERIENCE:

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No specific type or amount is required.

Alternate Education and Experience

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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:

Considerable knowledge of laws, statutes, regulations, procedures, and forms related to driver and vehicle branch activities. Good office supervision techniques, good public relation skills, excellent understanding of good customer service, good knowledge of scheduling practices, EEO and labor relation practices. Must be able to handle multiple tasks, direct employee activities, provide instruction, maintain acceptable work standards. Exercise good judgment, interpret and explain laws, rules, regulations and procedures. Effectively deal with employees, governmental staff, and the public. Employee must maintain a valid Michigan driver license.

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.