

Position Summary

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

Position Code: DSBRSVP1

Civil Service Class and Level: Dept Of State Branch Supv-1

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): BUREAU OF CUSTOMER SERVICE

Division: BRANCH OPERATIONS

Section:

Unit:

Work Location (City and Address)/Hours of Work: Locations Throughout the State, Monday-Friday, Varied Hours

General Summary of Function/Purpose of Position: This is the entry level for the Department of State Branch Supervisor classification. As a Trainee, the employee works under the close supervision of a Training Supervisor, Training Specialist, and Division staff. Upon satisfactory completion of the one-year training period, the employee is reclassified to the 10 level.

Assigned duties and tasks for each duty.

Duty 1: Under close supervision, develops skills in leadership and supervision

(Practical experience provided in training office and during acting supervisor assignments)

- 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
- Protects the integrity of driver and vehicle records and operations
- Schedules employee work hours in accordance with union contract and available hours, monitors equalization, and learns how distribute branch ASP staffing hours
- Directs the work of DOS Aides and/or State Workers
- Set priorities, coordinates staff activities and assignments
- Reviews and evaluates employee work; learns how to prepare probationary and annual ratings
- Acquires working knowledge of union contract and maintains proper labor relations and conditions of employment
- Develops knowledge of driver and vehicle policies and procedures, is able to interpret and explain laws and procedures to staff and customers
- Assists employees with difficult customers and/or unusual circumstances; handles customer complaints
- Learns to apply manager discretion
- Learns to complete required office reports
- Learns how to approves leave usage; provides timely and accurate reporting for leave and attendance
- Composes correspondence to customers and others making inquiries directly to the office
- Learns how to counsel and discipline in compliance with management direction and contractual obligations
- Serves as coach; provides impromptu training, praise, and instruction
- Implements new procedures, disseminates information to staff
- Exhibits adaptability; reflects a positive attitude to change; guides staff in adjusting to new work structures, processes, requirements, and cultures
- Assists training manager in conducting 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. Serves as role model for positive customer service.

- Creates a customer friendly work environment.
- Seeks to understand the needs of the customers in the community
- Maintains strong, positive working relationship with the community
- Emphasizes commitment to excellent customer service
- Implements the Customer Service Specialist plan for the office
- Resolves difficult customer problems, seeks innovative ways to provide assistance

Duty 3: Learns importance of office security and how address security concerns; learns to address physical plant issues and resolve landlord and contractual service problems

- Serves as the role model for ethical conduct on cash handling
- Maintains general office security
- Maintains control/accountability of all inventoried items
- Maintains confidentiality of sensitive material/data
- Maintains data security; adheres to BCS and Department policies related to the access, use and release of records
- Adheres to cash control procedures and ensures branch is in compliance with all cash controls
- Maintains accountability for all monies collected; performs banking functions for the branch office
- Provides training on new or modified cash, inventory, and/or office security procedures
- Notes security risks and makes recommendations for improving security
- Monitors general physical condition of the office
- Communicates with landlord and Property Management Section for needed repairs
- Documents and reports vendor service problems
- Analyzes BOS problems, attempts diagnosis/resolution, resolves more complex problems with assistance of in-house staff
- Provides basic troubleshooting for office equipment

Duty 4: Provides courteous, efficient, and accurate customer service for those calling and/or visiting the branch office (counter and phone duties)

- 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 registrations 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
- Is able to process all branch transactions
- Collects appropriate fees and taxes, secures fund
- Consults Department resources to learn correct processing methods for transactions and to stay informed on new procedures and policies

Duty 5: Completes all Trainee requirements

- Meets regularly with training supervisor
- Exhibits enthusiasm for the tasks and duties assigned
- Attends regular Trainee 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 BCS management team and the agenda of the Secretary of State

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
- Attends district meetings as necessary
- Attends 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

Types of decisions made independently and whom or what those decisions affect: more autonomy is allowed and by the end of the training year, the employee is capable of independently supervising a branch office. Depending on the previous experience of the employee, this may occur sooner for some employees than for others. During the course of the training year, the employee 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, and determines staff training needs

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 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 Lansing staff. Quality and quantity of work performed is reviewed/evaluated by district staff.

Physical effort used to perform this job and environmental conditions of this position: 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).

The employee will, on occasion, be responsible for supervising a branch office in the absence of the regular supervisor. In this role, the Trainee 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 has become sick in the office, and in winter, provide a clear walkway for customers to enter the office. Travel required.

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

The essential functions of this position: The Trainee is responsible for learning:

- Operations of a Department of State branch office
- How to provide efficient, courteous, and accurate customer service
- How to perform transactions related business conducted in the branch
- How to guide the activities of the office
- How to effectively coach and supervise staff assigned to the office
- And how to serve 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 Customer Service has 131 offices responsible for providing local communities with the services available through the Secretary of State. This entry level Branch Supervisor (Trainee) works under the close supervision of training staff, learning everything he or she must know to successfully and independently supervise a branch office at the end of the training year.

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:

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. 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.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.