

State of Michigan
Department of Civil Service
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state
confidentiality requirements protect
a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) COMPOSITE	8. Department/Agency STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) BUREAU OF CUSTOMER SERVICE
4. Civil Service Classification of Position DEPARTMENT OF STATE BRANCH SUPERVISOR 10	10. Division BRANCH OPERATIONS
5. Working Title of Position (What the agency titles the position) BRANCH SUPPORT SUPERVISOR	11. Section
6. Name and Classification of Direct Supervisor DEPARTMENTAL MANAGER 14	12. Unit
7. Name and Classification of Next Higher Level Supervisor STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work LOCATIONS THROUGHOUT THE STATE

14. 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.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

% of Time 20

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.

Individual tasks related to the duty.

- 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

General Summary of Duty 2

% of Time 20

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

Individual tasks related to the duty.

- 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

General Summary of Duty 3

% of Time 15

Maintains office security.

Individual tasks related to the duty.

- Maintains general office security
- Maintains data security; adheres to BCS 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

General Summary of Duty 4

% of Time 10

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

Individual tasks related to the duty.

- 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

General Summary of Duty 5

% of Time 25

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

Individual tasks related to the duty.

- 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

General Summary of Duty 6

% of Time 10

Performs other related duties for the office, division, 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
- Accepts temporary assignments to assist Bureau staff
- Attends district meetings
- Attends training to enhance personal and professional development
- May be required to assist with office moves and/or installation of new equipment

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

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.

17. Describe the types of decisions that require your 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.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

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.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
	Department Of State Aides		
	State Workers (Non-Career)		
	Student Assistants (Non-Career)		
	May supervise manager trainees		

20. My responsibility 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.

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties 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.

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 Bureau of Customer Service 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.

26. In your opinion, 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:

No specific type or amount is required.

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:

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.

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.

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

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature

Date