

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.)	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 9 (TRAINEE)	10. Division BRANCH OPERATIONS
5. Working Title of Position (What the agency titles the position) TRAINEE	11. Section
6. Name and Classification of Direct Supervisor DEPARTMENTAL MANAGER 13 BR SUPERVISOR 11-12 PROVIDES ON-SITE SUPERVISION	12. Unit
7. Name and Classification of Next Higher Level Supervisor STATE ADMINISTRATIVE MANAGER 14	13. Work Location (City and Address)/Hours of Work VARIED/VARIED

14. 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.

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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 15

Under close supervision, develops skills in leadership and supervision

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

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
- 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 approve 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

General Summary of Duty 2 % of Time 25

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.

Individual tasks related to the duty.

- 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

General Summary of Duty 3

% of Time 15

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

Individual tasks related to the duty.

- 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 Ensures adequate office supplies and forms are available to staff, requisitions supplies as needed

General Summary of Duty 4

% of Time 25

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

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 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

General Summary of Duty 5

% of Time 10

Completes all Trainee requirements

Individual tasks related to the duty.

- 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

General Summary of Duty 6

% of Time 10

Performs other related duties for the office, region, 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
- 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

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 Trainee, performs under close supervision. Initially, work is checked on a regular basis. As Trainee gains experience, 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.

17. Describe the types of decisions that require your 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.

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.

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.

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.)

NAME

CLASS TITLE

NAME

CLASS TITLE

Dept. of State Aides

Short Term Workers

Student Assistants

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?

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.

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 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.

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 credits; 90 term credits).

EXPERIENCE:

No experience required

Alternate Education and 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. 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.

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