

**State of Michigan
Civil Service Commission**

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

Position Code

1. GNOFASTEI62R

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)
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Customer Information Division
5. Working Title (What the agency calls the position) General Office Assistant 5-E7	11. Section Department of State Information Center (DSIC)
6. Name and Position Code Description of Direct Supervisor ROBERTS, LATRESE; DEPARTMENTAL SUPERVISOR-2 11 TALERICO, JENAKAY; DEPARTMENTAL SUPERVISOR- 2 11	12. Unit DSIC Tier 1, Unit A and B
7. Name and Position Code Description of Second Level Supervisor HAMLIN, AMY; STATE ADMINISTRATIVE MANAGER-1 15	13. Work Location (City and Address)/Hours of Work 7064 Crowner Dr., Lansing / M-F 8:30a-5:00p

14. General Summary of Function/Purpose of Position

This employee must demonstrate skills in the full variety of work processes performed within the Customer Information Division (CID). The incumbent is a customer service representative in the call center who retrieves and interprets information for the public, police, and governmental agencies as well as for other Department of State employees. In addition, this employee provides interoffice record lookup service for DOS branch offices.

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: 90

Responding to telephone calls and fax requests providing basic interpretation of driver and vehicle record information. Responsible for handling basic driver and/or vehicle questions and explaining procedures.

Individual tasks related to the duty:

- Dispense general information to the public via telephone
- Locate and retrieve record information. Responsible for having a basic understanding of CID driver and vehicle work flows to facilitate record retrievals.
- Determine accuracy and accountability of record information
- Provide clear and concise direction to the public and other DOS employees to resolve transactions
- Initiate and follow through with record corrections as necessary
- Forward special requests to the appropriate units (e.g., Vehicle Update, Driver Section, etc.)
- Record contact information in section's customer relationship management database.
- Receive and prioritize incoming requests.

Duty 2

General Summary:

Percentage: 5

Complete routine department reports

Individual tasks related to the duty:

- Complete various internal reports according to established procedures.

Duty 3

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Assist project teams in defining business requirements as necessary
- Review procedures and update manuals and records that the unit is responsible for maintaining
- Assist management staff with compilation of workload reports
- Other clerical tasks as assigned

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

Determining a driver's eligibility to drive. These decisions will affect motorists being held on the road by law enforcement personnel. Our responses impact decisions made by police officers as to whether to cite, jail, or release the driver.

Decipher erroneous entries and deletes on plate and title records and make necessary adjustments to correct the errors. This affects motorists by authenticating the vehicle file in efforts to curtail theft, fraud, and ownership disputes.

Determine if title transaction paperwork is proper for title issuance.

Determine how long to spend researching a request. Using judgment as to time/workload in relation to any one problem/request to maximize the output and efficiency of the unit. This affects anyone that utilizes our services.

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

Work is given to the supervisor to determine what needs to be done with a transaction when errors cannot be corrected by following established procedures.

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.

Standing, sitting, stooping, kneeling, crouching, reaching, walking and bending are required on a daily basis in the process of record retrieval from throughout the building. Transporting containers of work onto and off from shelving units occasionally. Dusty conditions are frequently encountered due to the large amount of paper documents in the bureau.

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

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?

The primary responsibility of the incumbent is to be familiar with CID processes and to serve as a resource to provide basic information over a broad range of subjects which include both drivers and vehicles. This includes acting as a CID liaison with branch offices and other employees; handling questions received by CID and explaining procedures in a sensitive concise manner so as to resolve complaints and promote good public relations; and being knowledgeable regarding procedures and laws which impact on the administration in order to relay information and make explanations.

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?

This unit is a record information retrieval and interpretation service for police and governmental agencies as well as for the branch offices and the general public. Data relative to driver or vehicle records is dispersed by telephone. This position is responsible for responding to telephone calls and fax requests providing basic interpretation of driver and vehicle record information

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

EDUCATION:

High school diploma or G.E.D.

EXPERIENCE:

General Office Assistant 5 – No specific type or amount of experience is required

General Office Assistant 6 – One year of 5-level administrative support experience.

State Services Assistant E7 - Two years of administrative support experience, including one year equivalent to a 6-level administrative support classification processing driver and/or vehicle records in the Department of State.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to work independently with a minimum of supervision. Ability to rationalize and make decisions based on knowledge of state statutes and departmental procedures. Familiarity with the keyboard, ability to interact in a professional manner with the public by telephone.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

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.

N/A

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

Appointing Authority

3/25/2014

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