State of Michigan
Civil Service Commission

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

Position Code
1. GNOFASTES27R

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)** Bureau of Customer Services
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	**10. Division** Customer Records Division
5. Working Title (What the agency calls the position) General Office Assistant 5-E7	**11. Section** Driver Records Program Section
6. Name and Position Code Description of Direct Supervisor MCPHEE, TEDY J; OFFICE SUPERVISOR-2	**12. Unit** Driver Records Activity Sub-Unit
7. Name and Position Code Description of Second Level Supervisor CASCIOTTI, BARRY L; DEPARTMENTAL SUPERVISOR-3	**13. Work Location (City and Address)/Hours of Work** 7064 Crowner Drive, Lansing, MI 48918 / 8:00 a.m. – 5:00 p.m., Monday - Friday

14. General Summary of Function/Purpose of Position

Maintain driver record integrity. Process record corrections from courts and other governmental agencies. Process and terminate suspensions from district criminal, and civil courts, Friend of the Court and Finance. Process documentation for entry into and completion of Sobriety Court. Review and update deceased data from weekly reports submitted by the Michigan Department of Community Health and the U.S. Social Security Administration. Process bankruptcy documentation. Answer telephone inquiries from the general public, court personnel, law enforcement, attorneys and other governmental agencies. Process U.S. mail and faxes received by the Unit.

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: 66**

Process abstracts received from Courts by adding, deleting or correcting the violation on the driving record or by deleting or correcting violations already placed on the driving record. Contact courts to get the appropriate documentation or to correct documentation received. Mark a driver's record as deceased or unceasing a driver that was erroneously marked as deceased. Update the Michigan driver record when notified that a Michigan driver has been licensed in another state.

Individual tasks related to the duty:

- Process record deletions/corrections received from the courts and within the Department.
- Contact court personnel for appropriate paperwork to initiate correction of errors.
- Apply knowledge of abstractable offenses and the license sanctions generated electronically.
- Review and enter, delete or correct abstracts received from other states.
- Process decease notification documentation from Michigan Department of Community Health and Human Services and the Social Security Administration.
- Reverse decease notifications when the department was notified of a death in error.
- Cancel a Michigan driver's license when notified that the driver has obtained a license in another state.

Duty 2

General Summary: **Percentage: 22**

Answer telephone inquiries from the general public, branch offices, courts, law enforcement and lawyers regarding driver record corrections and the status of a driver's license. Contact courts to submit missing or updated abstract information. Process Financial Responsibility documentation.

Individual tasks related to the duty:

- Answer telephone inquiries from the general public, department personnel, other state agencies, legislators, law enforcement agencies and courts.
- Interpret, explain and apply the law and departmental policies pertaining to driving records. Explain departmental policies and procedures to the public, courts, law enforcement, attorneys, departmental agencies and other state agencies.
- When documentation is received from courts with insufficient documentation of the individual's identity, research to place the documentation on the correct record.
- Process initial and final documentation for both Unsatisfied Judgment and Assigned Claims cases.
- Process Partial Payment Agreements and SR-22 and SR-26 insurance forms for Financial Responsibility.

Duty 3

General Summary: **Percentage: 8**

When notified with an Internal Correction Request, correct errors made by other departments. Process Sobriety Court documentation by ensuring the eligibility of the participant and the completion of the course. Process all documentation for drivers who have filed bankruptcy. Process Friend of the Court suspensions and suspension terminations.

Individual tasks related to the duty:

- Process Internal Correction Requests received from branch offices and other internal units to identify and initiate corrections to driving records.
- Process MC-393 documentation, for Sobriety Court initiation and completion, by ensuring participation eligibility and processing appropriate entries to the driving record.
- Process bankruptcy filings, dismissals, withdrawals, quashes, set asides and discharges documentation. Ensuring the appropriate entry is placed on the driving record.
- Process Friend of the Court documentation to initiate and terminate driving privilege suspensions for lack of child support payments.

Duty 4

General Summary: **Percentage: 4**

When documentation received does not include a driver license number, research to determine the driver or create a new record if a driver is not located. Review documentation to determine errors created during information input. Work documentation received through U.S. mail, faxes, and emails.

Individual tasks related to the duty:

- Identify or establish a driving record for documents missing driver license information.
- Identify and correct errors when information was entered by DRAU staff incorrectly.
- Process the U.S. mail sent to the unit.
- Process faxed and emailed documentation received by the unit.
- Other duties as assigned.

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

Reviewing the driving record for eligibility. Determine if status requires compliance to fees, restrictions, etc. Determine whether compliance requirements are accurate. Decide when and how to correct driving record. Determine errors on record. Determine actions for updating electronic information and process record corrections when required. Determine driver license coding for documents that do not contain driver information. Determine which type of correspondence is appropriate for the action taken. Initiate refund process for those records needing a refund of fees paid in error. Route cases to Combine Committee for further research. Determine eligibility on all records processed to see if eligible for a photo license.

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

Any common errors on multiple court orders, computer terminal problems, data processing problems, customer service complaints involving this unit, all other written procedures requiring supervisory approval. Any questions pertaining to work. Errors that cannot be corrected by following the established procedures. When unit work is not received at the appropriate time. For situations that are politically sensitive. When departmental procedures and policies are considered not applicable or are unclear in the situation. If the situation went beyond the scope of their experience, knowledge, and/or authority. If judges or magistrates license action directly conflicts with statutory guidelines or requirements.

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.

This work involves excellent concentration skills. Employee must be able to review several documents, on the same driver and determine which is appropriate. Employees must keep up with the new Michigan Motor Vehicle laws as they are implemented or changed.

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):

N	Complete and sign service ratings.	N	Assign work.
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	N	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?

Maintain driver record integrity. Process record corrections from courts and other governmental agencies. Process and terminate suspensions from district criminal, and civil courts, Friend of the Court and Finance. Process documentation for entry into and completion of Sobriety Court. Review and update deceased data from weekly reports submitted by the Michigan Department of Community Health and the U.S. Social Security Administration. Process bankruptcy documentation. Answer telephone inquiries from the general public, court personnel, law enforcement, attorneys and other governmental agencies. Process U.S. mail and faxes received by the Unit.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updated PD.

25. What is the function of the work area and how does this position fit into that function?

To maintain the integrity of the driving record. To provide the most accurate information to courts regarding the reporting of information to this office. To provide excellent customer service to all callers.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

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

General Office Assistant 6
One year of administrative support experience.

General Office Assistant E7
Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of driver procedures, policies and Michigan Motor Vehicle Code. Ability to accurately interpret driving records.

CERTIFICATES, LICENSES, REGISTRATIONS:

Security Checked Position: 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 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 **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**