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|  |  | |  |  | | --- | --- | | |  | | --- | | 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** | **10. Division** | | GENERAL OFFICE ASSISTANT-E | Customer Records Division | | **5. Working Title (What the agency calls the position)** | **11. Section** | | General Office Assistant 5-E7 | Vehicle Records Program Section | | **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** | | BRINKER, JENNIFER A; OFFICE SUPERVISOR-2 | Vehicle Records Activity Unit | | **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** | | LONG, KELLY B; DEPARTMENTAL SUPERVISOR-3 | 7064 Crowner Drive, Lansing, MI / Monday - Friday, 8:00 am - 5:00 pm | | |  | | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |  | |  | | --- | | **14. General Summary of Function/Purpose of Position** | |  |  | |  |  |  |  | | |  | | --- | | This position assesses and reviews vehicle record errors for correction. This position requires the ability and knowledge to read and understand vehicle record information. This person will run inquiries in the Customer and Automotive Records System (CARS) and other databases to make appropriate corrections to vehicle records database. This position will also process plate suspensions, and cancellations. The incumbent must be able to exercise sound judgment to make appropriate decisions to amend vehicle records with accuracy and integrity. | | | |  | |  |  |  |  | | | |  |

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|  |  |  |  | |  |  |  | | --- | --- | --- | | |  | | --- | | **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:** | **75** | | Review and assess vehicle case requests in CARS. | | | | **Individual tasks related to the duty:** |  |  | | * Use sound judgment to review, assess and decide the course of action necessary to amend vehicle records with accuracy. * Retrieve specified records from the Department's CARS program to reveal needed information. This activity requires considerable knowledge of how to access, read, and apply vehicle record information. * Determine which errors need correction and record the corrective actions in CARS. * Send correspondence to customers for additional required information. * Input necessary information to update transactions in CARS. * Resolve conflicting codes and transaction data to achieve updates using available resources such as previous work experience, training, and the Title and Registration manual. * Verify accuracy of all input data to ensure integrity of records. * Input junk title flash information to vehicle records. | | | | **Duty 2** | | | | **General Summary:** | **Percentage:** | **15** | | Manually process registration requests received from Finance Division, Office of Business and Internal Services, Law Enforcement, Branch and Dealer Offices and U.S. Postal Service. | | | | **Individual tasks related to the duty:** |  |  | | * Assess what is needed from request. * Process plate cancellation, confiscation, suspension or specialty plate as indicated by request in CARS program | | | | **Duty 3** | | | | **General Summary:** | **Percentage:** | **10** | | Other duties as assigned. | | | | **Individual tasks related to the duty:** |  |  | | * Review email to stay abreast of bureau, division, section and unit communications. * Assist with Abandoned Vehicle Help Desk. * Locate transaction documents in workflow or on microfilm when not previously imaged and stored in CARS. * Other clerical duties as assigned. | | | | | | | | | | |  |
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|  |  |  |  | |  |  | | --- | --- | |  |  | |  | |  | | --- | | **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.** | | |  |  | | |  | | --- | | Determining whether there is sufficient information to process a transaction or if it will be necessary to contact the customer (letter, branch return, etc.) | | | | | | | | |  |
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|  |  |  |  |  |  | |  |  | | --- | --- | |  |  | |  | |  | | --- | | **17. Describe the types of decisions that require the supervisor's review.** | | |  |  | | |  | | --- | | If an error has recurred several times and must have special handling to be updated to the computer. Secure authorization when past procedure is issued to correct an error but no longer is performing correctly. Also, when an extremely unique error arises from new or changed programming. | | | | | | |  |
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|  |  |  | |  |  |  | | --- | --- | --- | |  | |  | | --- | | **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 position is relatively sedentary in an office setting utilizing computer equipment. May need to lift and reach for baskets of work onto and off shelves below and above head level. Repetitious hand and arm movements. | | | | | | | | | |  |
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|  |  |  |  |  | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **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** | | |  | |  |  |  | |  | |  | | --- | |  | |  | |  |  |  | | | | | |  |
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|  | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **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 | |  |  |  | |  | |  | | --- | | N | |  | |  | | --- | | Approve leave requests. | |  |  | |  | | --- | | Review work. | |  | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  | |  | |  | | --- | | N | |  | |  | | --- | | Approve time and attendance. | |  | |  | | --- | | N | |  | |  | | --- | | Provide guidance on work methods. | |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  | |  | |  | | --- | | N | |  | |  | | --- | | Orally reprimand. | |  | |  | | --- | | N | |  | |  | | --- | | Train employees in the work. | |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  | | | | | | | | | |  |
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|  | |  |  |  | | --- | --- | --- | | |  | | --- | | **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?** | | | |  |  | |  | |  | | --- | | This position assesses and reviews vehicle record errors for correction. This position requires the ability and knowledge to read and understand vehicle record information. This person will run inquiries in the Customer and Automotive Records System (CARS) and other databases to make appropriate corrections to vehicle records database. This position will also process plate suspensions, and cancellations. The incumbent must be able to exercise sound judgment to make appropriate decisions to amend vehicle records with accuracy and integrity. | | | | | | | | | | |  |
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|  |  |  | |  |  |  | | --- | --- | --- | | |  | | --- | | **24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.** | | | |  |  | |  | |  | | --- | | Updating PD. | | | | | | | | |  |
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|  |  | |  |  |  | | --- | --- | --- | | |  | | --- | | **25. What is the function of the work area and how does this position fit into that function?** | | | |  |  | |  | |  | | --- | | To process title and registration record errors that were created when they were issued by the branch office. To verify and obtain all necessary information required by law for these records and insures that a correct record is established on the system. | | | | | | | | | |  |
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|  |  | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **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 vehicle records. * Ability to read and understand vehicle record information. | | | | | | | | |  |  |  |  |  |  |  | | |  | | --- | | **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.  Previous knowledge of vehicle records is preferred, but not essential. | | | | | | | | |  |  |  |  |  |  |  | |  | |  | | --- | | ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** | | | | |  |  | |  |  |  |  |  |  |  | | | | | | | | |  |
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|  |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  |  |  | |  | |  | | --- | | ***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** | |  | |  |  |  |  |  | | | | | | | | |  |
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|  |  |  |  |  |  |  |  | |  | | --- | | **TO BE FILLED OUT BY APPOINTING AUTHORITY** | |  |  |
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|  |  |  |  |  |  |  | |  |  |  | | --- | --- | --- | |  |  |  | |  | |  | | --- | | **Indicate any exceptions or additions to the statements of employee or supervisors.** | |  | |  |  |  | |  | |  | | --- | | None | |  | |  |  |  | | | |  |
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