

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

Position Code
1. GNOFASTAE35R

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.) General Office Assistant-A	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-A	10. Division Customer Records Division
5. Working Title (What the agency calls the position) General Office Assistant 8- Senior Level	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 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 1720 E M 21; OWOSSO, MI 48867 / Monday- Friday; 8:00 a.m. - 5:00 p.m.

14. General Summary of Function/Purpose of Position

This senior level position handles the most complex control work for the Driver Records Activity Sub-Unit, insuring data integrity of driver record corrections. This position demands a familiarity in the interpretation of the driving record and an up-to-date understanding of all departmental policies and procedures and the impact they have on the driving record. This position necessitates a high level of independent thinking and the ability to resolve complex record corrections. This position requires the ability to communicate with a wide range of individuals with various degrees of knowledge concerning driving records.

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: 69

Responsible for handling the most complex transactions for driver record corrections, insuring driver record integrity. Process record corrections from courts and law enforcement agencies with regard to 625G entries on the driving record. Appropriately update Repeat Offender and Registration Denial entries based on documentation received. Perform an audit of corrections completed by DRAU staff to ensure accuracy. Process refund requests to determine the validity of the request and the amount to be refunded.

Individual tasks related to the duty:

- Approve and process advanced level record corrections involving the most complex corrections, including those involving alcohol and felony convictions.
- 625G Changed – Created when the instrument information has changed from the original notification. Review the change to determine the validity of the change.
- 625G Error – Review the permit for accuracy and correct any errors. Contact issuing agency if necessary.
- 625G Removed – When the issuing agency requests the 625G permit be removed from the record, determine whether the permit should be reversed or closed.
- Late 625G Permits – When a permit received is more than 45 days from the arrest date. Review to determine if the 625G permit is still valid to place on the record.
- Invalid Record –CARS was unable to apply the 625G permit to a record. Research to determine what record it should be on or create a new record when required.
- Repeat Offender – Add, remove or adjust Repeat Offender or Registration Denial status based on documentation received.
- Review Corrections – Review record corrections performed by the unit to ensure accuracy.
- Refund Requests – Review refund requests from drivers. Determine whether a refund is due and the amount to be refunded. Notify Finance of the results.
- Be a unit Point of Contact for outside agencies, including courts, law enforcement, SSA and MDHHS, on the unit's policies and procedures, interpretation of law and complicated record corrections.

Duty 2

General Summary:

Percentage: 15

Review out-of-state abstracts to convert information provided to represent Michigan law in order to place the conviction on the driving record. Review abstracts received for accuracy prior to placing on the record.

Individual tasks related to the duty:

- Out-of-State Coding – Processing out-of-state and military abstracts received for Michigan licensed drivers.
- Prior Evaluation Review – Review out-of-state convictions posted to a record to determine if the conviction should be considered history only, which will effect sanctions on the record.
- Special Abstract Review – Process alcohol and felony conviction corrections with a conviction date that is 60 days or more.
- Manual Sanctions – A conviction posting to the record with a violation date prior to 10/1/1999. The sanction associated with the conviction must be manually added to the record.
- Return Payment Suspension Termination – Received when Finance attempts to terminate a return payment suspension but CARS cannot find a match.
- Verdict Backdate – When an alcohol conviction is posted to the record late. The dates of the sanction associated with the conviction are backdated as if the conviction was received timely.

Duty 3

General Summary:

Percentage: 14

Review free form created letters and requests for hard card release for accuracy prior to processing. Process the most complex Internal Correction Requests received from other units outside of DRAU. Review denied records from Sobriety Court.

Individual tasks related to the duty:

- Driver Manual Letter – Review of free form letters produced by staff.
- Hard Card Release – Review of a hard card request to ensure the new license was properly processed.
- ICR – DRAU Lead - Process the most complex Internal Correction Requests received from branch offices and other internal units to identify and initiate corrections to driving records.

- When Sobriety Court participation is denied by the system, review the record to determine the reason for denial and advise courts on steps to be taken for participation approval.

Duty 4

General Summary:

Percentage: 2

Other duties as assigned.

Individual tasks related to the duty:

- Third Party Notification – Notifying Bureau of Elections and Latitude Subrogation when a driver, previous marked as deceased, has the deceased indicator removed from the record.
- Abstract Review – Alcohol – Review and processing of alcohol abstracts with a conviction date less than 60 days.
- Unceasing Customer - When a driver, previous marked as deceased, has the deceased indicator removed from the record.
- Cancellation Requests – Processing a driver license cancellation due to lack of or incorrect residential address on file.
- Conduct training by researching, planning, and presenting classes to staff on DRAU job duties.
- 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 the status requires compliance of fees, restrictions, etc. Assess records to determine if there are errors that need to be addressed. Decide when and how to correct driving records. Determine errors on records. Evaluate the effect of record corrections. Determine whether a record needs to be created when working with documents that do not contain driver information. Process refund information for those records needing a refund of fees paid in error.

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 established policies and procedures. Errors that cannot be corrected by following 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 a situation. When a situation is beyond the scope of experience, knowledge, and/or authority.

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. Employee 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?

This senior level position handles the most complex control work for the Driver Records Activity Sub-Unit, insuring data integrity of driver record corrections. This position demands a familiarity in the interpretation of the driving record and an up-to-date understanding of all departmental policies and procedures and the impact they have on the driving record. This position necessitates a high level of independent thinking and the ability to resolve complex record corrections. This position requires the ability to communicate with a wide range of individuals with various degrees of knowledge concerning driving records.

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 function of the work area is to maintain the integrity of driving records for the Department and this unit is an integral part of that function. Additional tasks for this sub-unit includes; Reviewing and processing all Financial Responsibility, mandatory suspensions, revocations/denials and additional suspensions issued by the courts. Issue restricted driver licenses. Determine what is needed to clear status and relaying it to the individual, either by telephone call or correspondence. The function of the work also includes processing of deceased records, coding out-of-state driver license and out-of-state abstracts.

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 8

Three years of administrative support experience, including two years equivalent to the intermediate level or one year equivalent to the experienced level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of driver procedures, policies, and Michigan Motor Vehicle Code. Ability to accurately interpret driving records.
- Knowledge of workflow through the units of the bureau.
- Sufficient human relations skills to effectively communicate with numerous clerical, supervisory and administrative staff throughout the bureau.
- Ability to learn and retain a wide range of duties and procedures.
- Ability to train individuals with widely varying levels of ability, knowledge and motivation.
- Ability to motivate people in a positive fashion.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

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.

SPR: At least 2 years of experience in review, interpretation, and correction of Michigan Driver Records.

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.

11/14/2023

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