

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: OFFCSPV1

Civil Service Class and Level: Office Supervisor-1

Working Title (What the agency calls the position): Document Processing Unit Assistant Supervisor

Name and Position Code Description of Direct Supervisor: PATTERSON-STAPOR, DARLENE L; DEPARTMENTAL SUPERVISOR-2

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Bureau of Quality and Customer Experience

Division: Customer Records Division

Section: Vehicle Records Program Section

Unit: Document Processing Unit

Work Location (City and Address)/Hours of Work: 7064 Crowner Drive, Lansing, MI 48918 / Monday – Friday, 8:00 A.M. to 5:00 P.M.

General Summary of Function/Purpose of Position: This position will supervise administrative support positions and serve as the assistant supervisor for the unit that is responsible for the preparation and imaging of all vehicle documents. The incumbent, along with the unit supervisor, will review goals and objectives for unit and employees, make recommendations, and solve issues relating to efficiency and effectiveness. This position also serves as a backup to the Document Processing Unit manager. This position must work within assigned methods and guidelines and exercise discretion in supervising subordinates. The Imaging Subunit and Document Processing Unit also performs quality review of titles and performs pulls and releasing of documents. This position supervises staff within the area, coordinates and schedules work assignments. The incumbent reviews work, trains employees, answers work related questions as the first line resource and is the first to learn new functions necessary to enable the unit to meet goals and demands of changes envisioned by the administration. This position compiles reports and data through the use of reporting in the Customer automotive Records System (CARS) and serves as a operations resource by providing information and insight on related processes.

Assigned duties and tasks for each duty.

Duty 1: Assist the unit supervisor with the overall supervision and leadership of the unit. Monitor the unit production and quality control.

- Plan and assign work activities and ensure proper staffing levels.
- Train new and current employees.
- Coordinate and instruct employees in all phases of work.
- Reassign staff as necessary to complete priority work as needed.
- Provide overall supervisory directions to staff to ensure unit objectives are met.
- Approve leave requests.
- Provide employee counseling and progressive discipline as warranted.
- Communicate and document procedural changes and unit activities.
- Ensure new policies/procedures are incorporated into unit procedure manual.
- Respond to employee grievances.
- Oversee employee vehicle record corrections/changes.

Duty 2: Oversee quality control of work unit and monitor production.

- Create and monitor employee production reports.
- Correct and delete images in CARS.
- Verify quality of scanned images.
- Respond to work-related questions from other units, supervision, and management.
- Monitor the quality and quantity of work processed within the work unit.
- Monitor and review vehicle record corrections/changes for accuracy.
- Oversee title quality reviews.

Duty 3: Develop and maintain reports as directed by the unit supervisor. Attend meetings and conduct interviews.

- Assist the unit supervisor with compiling and revising the unit production reports.
- Make recommendations to the unit supervisor regarding production report revisions/modifications.
- Adjust the unit's factoring based on procedural changes.
- Process the unit's Daily Workload Staff Planning Report, Weekly Backlog Report and Monthly Report.
- Assist the unit supervisor with conducting staff meetings and attend other department meetings in conjunction with or on behalf of the unit supervisor.
- Assist the unit supervisor with interviewing job applicants and other hiring decisions.

Duty 4: Other duties as assigned.

- Periodically take inventory of unit equipment and make recommendations for replacement where applicable.
- Attend meetings.
- Determine unit supplies and stock.

Types of decisions made independently and whom or what those decisions affect: Coordinate alternative assignments when work is complete, or equipment is out of service. Organize and implement methods of training and determine when to expand the training of an individual. Interpret policies and procedures to instruct others. Determine rotation of assignments. Resolve equipment problems. Apply and adapt instructions to resolve difficult transactions. Monitor workflow to ensure proper staff support.

Types of decisions that require the supervisor's review: Whenever a situation arises concerning new policies or procedures which may impact other work areas. Special or unfamiliar assignments or duties. Work-related situations that may be politically sensitive. Safety and health issues.

Physical effort used to perform this job and environmental conditions of this position: Extensive walking to oversee work functions throughout the work unit. Repetitious hand and arm motions required for daily work. Transporting boxes and/or baskets from below knee level and/or overhead weighing up to 25 pounds. Frequent bending, stooping to access documents, files or folders.

Names and classes and levels of employees whom this position immediately supervises:

Approximately 18 General Office Assistant 5-E7 positions

The essential functions of this position: This position will supervise administrative support positions and serve as the assistant supervisor for the unit that is responsible for the preparation and imaging of all vehicle documents. The incumbent, along with the unit supervisor, will review goals and objectives for unit and employees, make recommendations, and solve issues relating to efficiency and effectiveness. This position also serves as a backup to the Document Processing Unit manager. This position must work within assigned methods and guidelines and exercise discretion in supervising subordinates. The Imaging Subunit and Document Processing Unit also performs quality review of titles and performs pulls and releasing of documents. This position supervises staff within the area, coordinates and schedules work assignments. The incumbent reviews work, trains employees, answers work related questions as the first line resource and is the first to learn new functions necessary to enable the unit to meet goals and demands of changes envisioned by the administration. This position compiles reports and data through the use of reporting in the Customer automotive Records System (CARS) and serves as a operations resource by providing information and insight on related processes.

The function of the position's work area and how it fits into that function: The Document Processing Unit prepares documents for imaging as well as processes title receipt documents, bursts titles, perform quality review of titles, and performs pulls and releasing of documents. This position would oversee employees who perform these functions and assist when needed.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Office Supervisor 9 - 10

Four years of office experience involving administrative support office practices, including two years equivalent to an E7-level administrative support worker.

KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of the Microfilm Library.

General knowledge of department workflow.

Use of PC and electronic storage and retrieval of documents.

CERTIFICATES, LICENSES, REGISTRATIONS:

None