

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

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

2. Employee's Name (Last, First, M.I.) COMPOSITE	8. Department/Agency STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) BUREAU OF CUSTOMER SERVICE
4. Civil Service Classification of Position DEPARTMENT OF STATE AIDE 6/7/E8	10. Division BRANCH OPERATIONS
5. Working Title of Position (What the agency titles the position) DEPARTMENT OF STATE AIDE	11. Section
6. Name and Classification of Direct Supervisor DEPARTMENT OF STATE BRANCH SUPERVISOR	12. Unit
7. Name and Classification of Next Higher Level Supervisor DEPARTMENT OF STATE BRANCH SUPERVISOR/DEPARTMENTAL MANAGER	13. Work Location (City and Address)/Hours of Work VARIED/VARIED

14. General Summary of Function/Purpose of Position
 The primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position serves in a Bureau of Customer Service (BCS) branch office.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time** _____

Assists customers/callers by providing information about services available at the Secretary of State branch offices.

Individual tasks related to the duty.

- Determines what services the applicant/caller needs.
- Identifies the requirements for the transaction
- Determines if applicant/caller has the necessary documents for the transaction
- Offers suggestions on how customers may obtain needed documents
- Directs customers to where services may be obtained
- Offers any additional information that may be helpful to customers
- Provides customer service that is expedient, friendly, courteous, knowledgeable and helpful

Duty 2

General Summary of Duty 2 **% of Time** _____

Issues drivers license and personal identification

Individual tasks related to the duty.

- Issues driver licenses and ID's, (chauffeur, operator, graduated, moped and restricted licenses, personal ID's, blind ID's, motorcycle and CDL endorsements)
- Determines applicant's eligibility by use of computer terminal and supporting documents
- Requests, reviews, and documents required identification. Checks for fraudulent documents.
- Administers appropriate tests such as vision, written, and road sign.
- Makes proper referrals for ineligible applicants
- Makes testing arrangements for applicants who are handicapped, foreign speaking, or in need of assistance for testing purposes.
- Reviews doctor's statements, and if questionable, refers to manager.
- Processes transactions using the proper checks for accuracy
- Collects proper fees, takes photographs and issues temporary license.
- Compiles and prepares daily reports

Duty 3

General Summary of Duty 3 % of Time _____

Assists customers with various vehicle transactions

Individual tasks related to the duty.

- Obtains proper legal documents
- Examines documents to establish ownership
- Looks for signs of fraudulent activity
- Verifies Department records by use of computer terminal
- Processes applications
- Dispenses required plates, tabs and permits
- Determines and collects appropriate fees and taxes
- Provides service to Michigan automobile, watercraft, and mobile home dealers
- Compiles, prepares and completes daily reports

Duty 4

General Summary of Duty 4 % of Time _____

Cash control

Individual tasks related to the duty.

- Serves as cashier
- Balances cash/checks with transactions
- Compiles and prepares deposits
- Deposits monies collected
- Complies with cash control procedures

Duty 5

General Summary of Duty 5

% of Time _____

Inventory control

Individual tasks related to the duty.

- Uses and dispenses inventory in conjunction with established inventory control procedures

Duty 6

General Summary of Duty 6

% of Time _____

Voter registration

Individual tasks related to the duty.

- Affords all persons the opportunity to register to vote
- Assists in the completion of voter registration applications
- Reviews, sorts and forwards applications to appropriate city, township or county clerk

Duty 7

General Summary of Duty

% of Time _____

Training

Individual tasks related to the duty.

- At the E8 level, employee is expected to assist in training of other Department of State Aides

Duty 8

General Summary of Duty

% of Time _____

Miscellaneous

Individual tasks related to the duty.

- Assists office manager with correspondence
- Compiles and prepares all reports necessary for the operation of a branch office
- Develops and maintains knowledge of Department policies, rules, and procedures
- Develops and maintains general knowledge for proper referral of inquiries to other agencies
- Assists in investigations, including giving testimony when required
- Participates in housekeeping chores
- May serve as timekeeper
- Completes beginning and end of day activities

Equipment used and maintained in daily operation: IT (Intelligent Terminals), validation stamps, vision testing machine, phones, fax, PC, and related computer equipment, camera, calculator.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Most phone calls and transactions are handled independently. If guidelines or instructions are not available, assistance is sought from supervisor, Departmental Manager, Division Director, or Lansing in-house units.

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

Questionable identification or other questionable documentation, customer requests that are out of the normal scope of branch practices, situations where issues or solutions are unclear.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Work is performed in a Department of State branch office. Counter work is usually performed while standing (for up to 8 hours per day). Must be able to lift 25-pound boxes. May occasionally make trips to the bank to make deposits or obtain change. May occasionally be required to travel to relief assignments. Variable work schedules, including Saturday hours.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

21. I certify that the above answers are my own and are accurate and complete.

Signature

Date

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential duties of this position?

To provide courteous efficient customer service, determining the needs of the customer, communicating the requirements for the transaction, offering suggestions and alternatives, interpreting applicable procedures and policies. Work also involves processing transactions, collecting fees and taxes, and preparing reports.

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 branch office is to provide information and excellent customer service to the citizens of the State of Michigan. Branches issue personal ID cards, driver license, voter registration, titles, vehicle registrations and permits. Employees establish identity, eligibility, and ensure applicants are qualified for a driver license to operate motor vehicles on the highway, inspect documents, and issue license plates and registrations, titles and various permits; assist customers who wish to register to vote, and collect and secure large sums of money.

Department of State Aides serve the citizens of Michigan by providing information from the BCS branch office counter

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of high school diploma or GED Certificate

EXPERIENCE:

Department of State Aide 6 - No specific type or amount of experience is required

Department of State Aide 7 - One year of experience equivalent to a Department of State Aide 6.

Department of State Aide E8 - Two years of experience equivalent to a Department of State Aide, including one year equivalent to a Department State Aide 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent telephone skills. Ability to meet and deal effectively with the public. Ability to collect and handle large amounts of money under high volume conditions. Must possess a professional manner, pleasing personality, professional dress and appearance. Employee must maintain a valid Michigan driver license as outlined in the Department of State's Driver Policy.

At the 8 level, the ability to explain instructions and guidelines to others effectively, to organize and coordinate the work of the office, and to determine work priorities and assignments during the training of other DOS Aides or new employees.

CERTIFICATES, LICENSES, REGISTRATIONS:

CDLKTEX - Pursuant to the Commercial Motor Vehicle Safety Enhancement (CMVSE) Act and the requirements established by the Federal Motor Carrier Safety Administration (FMCSA), this designation requires a nationwide criminal history background check prior to position appointment. The employee, once appointed, is required to successfully complete a formal CDL training course, and knowledge test prior to certification as a CDL Knowledge Test Examiner. Additionally, the incumbent will be required to pass refresher training and examination every four years.

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.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

27. 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

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

Appointing Authority's Signature

Date