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| Position Code DPTLTCHEY46R |
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State of Michigan
Civil Service Commission
 Capitol Commons Center, P.O. Box 30002
 Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

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| 2. Employee's Name (Last, First, M.I.) | 8. Department/Agency |
| Vacant | Department of Natural Resources |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) |
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| 4. Civil Service Position Code Description | 10. Division |
| Departmental Technician E | Marketing & Outreach |
| 5. Working Title (What the agency calls the position) | 11. Section |
| Customer Service | License Sales and Customer Service |
| 6. Name and Position Code Description of Direct Supervisor | 12. Unit |
| Tom Weston, State Division Administrator | |
| 7. Name and Position Code Description of Second Level Supervisor | 13. Work Location (City and Address)/Hours of Work |
| Jon Spieles, State Bureau Administrator | Deborah Stabenow 525 W. Allegan St, Lansing, MI 48933 Crystal Falls Custom Service, 1420 US-2 E, Crystal Falls, MI 49920 Cadillac Customer Service, 8015 Mackinaw Trail, Cadillac, MI 49601 Roscommon Customer Service, 8717 Roscommon Rd, Roscommon, MI 48653 Monday – Friday 8:00am - 5:00pm |
| 14. General Summary of Function/Purpose of Position | |
| <p>The Department of Natural Resources, License Sales and Customer Service Section is responsible for the management of license agents, sales of hunting and fishing licenses, and revenue generation and collection. This position is primarily responsible for handling customer and agent calls. In between calls, the position is expected to administer or assist with the administration of other duties that may include voicemail and email responses, miscellaneous permit processing, new agent account setup, Electronic Fund Transfer reviews, collections issues and other responsibilities of the License Sales Section. Provide backup and overflow assistance with duties assigned to others.</p> | |

**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 of Duty 1

% of Time 75

License agent and customer help desk support

Individual tasks related to the duty.

- Work with department vendors to facilitate resolution of any agent equipment software or hardware problems or work order issues.
- Train and instruct agents on the policies and procedures for hunting and fishing license agents.
- Review and monitor agent's accounts and inform them of proper DNR accounting policies and procedures for the issuing and voiding of licenses, and collecting license sales revenue.
- Review electronic fund transfers and agent account receivable problems, making appropriate adjustments (debits/credits) as needed.
- Maintain/update agent, sales outlet, and customer information on RSS.
- Terminate, deactivate, or reactivate hunting and fishing license agent accounts.
- Provide assistance to the public with E-License purchases and issues.
- Assist agents and the public with the correct interpretation of hunting and fishing license laws, rules, regulations, seasons, and all other sales/buying inquiries.
- Research and provide license history requests for customers or law enforcement agents
- Void and refund purchases as needed.
- Assist customers with their agent and online buying experiences.
- Monitor any website correspondence and provide timely and succinct replies to public inquiries.
- Other functions as necessary or requested.
- Void and refund hunting/fishing/ORV/Snowmobile Trail permits from customer records. Adjust accounts and reconcile with customer records
- Process fulfillment, voids, refunds, and reconciliation of hunting and fishing licenses distributed through the lifetime license program records within RSS, Fund Distribution, and Financial Services.

Duty 2

General Summary of Duty 2

% of Time 20

Assist with monitoring and returning customer voicemail and email messages

Individual tasks related to the duty.

- Work with team members to monitor and return voicemail messages left by customers and agents in a timely manner.
- Maintain and update section's voicemail spreadsheet.
- Determine which voicemail messages should be forwarded to other areas across the department for action as appropriate.
- Work with team members to monitor and return email messages sent by customers and agents in a timely manner.
- Determine which email messages should be forwarded to other areas of the department for action as appropriate.

Duty 3

General Summary of Duty 3

% of Time 5

Process agent work orders, assist with ordering License Sales Section supplies, materials, and licenses.

Individual tasks related to the duty.

- Enter work orders for items and services on behalf of agents and customers as needed.
- Evaluate requests for necessity and fill as needed.
- Edit/Review print items and forms.
- Submit orders for printing.

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

What action should be taken when agents do not follow established procedures. The decision to void a license and give the customer a refund unless extenuating circumstances require manager approval.

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

- Decisions that involve setting policy, the expenditure of funds and purchasing.
- Refund signature and approval. The approval to write off outstanding debt.
- When unusual circumstances arise or where other programs operations are involved, large dollar transactions, reporting to other divisions.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Normal office activity. A significant of time is spent utilizing computer and telephone systems. Viewing a computer monitor for extended periods, lifting of boxes of up to 40 pounds, standing, sitting for extended periods, and walking. Work is seasonally conducted under extreme pressure to meet office/Department deadlines. Some traveling though out the state to perform training for agents.

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. (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> |
|-------------|--------------------|-------------|--------------------|
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20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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| <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. |

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?

Assist with retail sales system customer and agent help desk/call center, Lifetime License Holder Program, Disability Permit Program, Electronic Funds Transfer, Review and Approval, plus other licensing systems support functions as assigned.

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 Michigan DNR Retail Sales System (RSS) is responsible for the management of license agents. License Sales and Customer Service receives several hunting and fishing license calls each month from license agents needing equipment repair, or with sales problems. This section is responsible to provide customer service in the administration of licensing on behalf of the Department.

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:

Departmental Technician 7 - One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8 - One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

OR

One year of experience performing administrative support activities equivalent to the 8-level in state service.

Departmental Technician E9 - Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of personal computers, trustworthy, accurate, cooperative, demonstrate good interpersonal skills and communication abilities (written and oral), able to adapt to changing priorities and deal rationally with irate customers.

CERTIFICATES, LICENSES, REGISTRATIONS:

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

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

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