

Position Summary

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

Position Code: GNOFASTEM32R

Civil Service Class and Level: GENERAL OFFICE ASSISTANT-E

Working Title (What the agency calls the position): General Office Assistant 5,6/State Services Assistant E7

Name and Position Code Description of Direct Supervisor: ; DEPARTMENTAL MANAGER-2

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Bureau of Customer Services

Division: Office Of Business & Internal Services

Section: International Registration Plan (IRP)

Unit: International Registration Plan (IRP)

Work Location (City and Address)/Hours of Work: 7064 Crowner Dr., Lansing / 8:30 a.m. - 5:00 p.m.

General Summary of Function/Purpose of Position: This position is responsible for registering vehicles which operate in Michigan and other IRP jurisdictions. This employee has the responsibility of analyzing and processing applications and supporting documents and entering data into a web based application. Public contact via phone, fax, email/web notices, and in person with customers and other governmental agencies is required. Also required is a good working knowledge of the Michigan Vehicle Code and T&R Manual. The employee in this position may be loaned to other work areas in the Department.

Assigned duties and tasks for each duty.

Duty 1: Review IRP applications and supporting documents for completeness and input same into IRP system; issue invoices, cab cards, license plates, and 30-day temporary authorities; monitor proper usage of temporary authorities and identify misuse; advise supervisor of same. Review documents for accuracy before issuance.

- Determine the status of account. (Active, suspended, new, renewal, etc.)
- Verify that registrant information is complete and accurate. Enter data into the IRP system.
- Verify vehicle and registration information is correct. Enter data into the IRP system.
- Verify insurance and Heavy Vehicle Use Tax (HVUT).
- Determine invoice accuracy.
- Print invoice.
- Issue cab cards, plates, and temporary permits as required.
- Advise Supervisor of inaccurate account information or system problems if necessary.

Duty 2: Provide Customer Service for the general public, units within the building, other government and law enforcement agencies

- Provide information to IRP account holder, and carriers inquiring about IRP via the phone, e-mail, fax, mail, and in person.
- Request information from account holders pertaining to their accounts, via the phone, e-mail, fax, mail, and in person.
- Assist carriers in completing required IRP applications.
- Provide account status information to law enforcement agencies, both inside and out of the state of Michigan.
- Contact insurance companies and dealers on behalf of the customer.
- Mail and/or fax IRP forms to customers per their request.

Duty 3: Correct record and account information residing in the CARS system and on the Department of State mainframe computer.

- Review account information and assess accuracy.
- Correct account information in the CARS system.
- Access the CARS system and correct registration information.
- Contact Vehicle Activity Records Unit as needed, in order to correct title record information in the CARS system when needed.
- Contact customer referencing correct plate and owner information.

Duty 4: Miscellaneous Duties

- Mail suspension letters to customers, other state agencies, and foreign jurisdictions addressing suspension status of account.
- Contact the Vehicle Activity Records Unit as needed in order to correct IRP account information.
- Maintain the 72-hour permit log book and contact permit agencies as needed.
- Set documents up for filming and or scanning.
- File documents.
- Use copy machine, fax machines, and laser printers as needed.
- Assist in other work units as assigned by supervision.
- Complete other tasks as assigned.

Types of decisions made independently and whom or what those decisions affect: Verify validity of documents submitted by applicant; answer applicant's questions pertaining to required credentials and vehicle limitations; advise carriers on the proper way to fill out IRP applications and the qualifications required. The information provided to the customer and other state agencies could affect the carrier, other units, and other unit employees. If customer does not have accurate information and credentials, it could result in tickets, fines, suspensions, and loss of income and vehicle.

Types of decisions that require the supervisor's review: Complicated or unusual transactions, clarification of procedures, removal of suspension status from registrant's account.

Physical effort used to perform this job and environmental conditions of this position: The working conditions are crowded and noisy; constant changes in procedures; there are deadlines that must be met and a workload that changes daily; handling customers can be stressful and a lot of time is spent on your feet; sitting, repetitious hand and arm movement from PC input; may have to move baskets and boxes of work off and on shelves at head level or above. Direct public contact daily.

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

The essential functions of this position: The employee is responsible for reviewing and processing IRP applications accurately, verifying the required insurance and HVUT information, inputting information into the IRP system. Making and receiving telephone calls, and waiting on customers by mail, fax, online and in person. They are also responsible for all other aspects involved in the handling of account information confidentially, such as filing, fee accuracy on invoices, and issuing plates and cab cards and temporary permits. The employee is required to correct account and registration information on both the IRP system and the mainframe computer.

The function of the position's work area and how it fits into that function: The IRP Unit is responsible for registering vehicles involved in interstate travel. This position is responsible for accepting and processing applications for IRP registration and answering questions pertaining to same.

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

EDUCATION:

Educational level 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 5-level administrative support experience. State Services Assistant E7 - Two years of administrative support experience, including one year equivalent to 6-level administrative support classification involving the processing of driver and/or vehicle records in the Department of State.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of the operation of standard office equipment such as: typewriters, word processors, personal computers, multi-line telephones, copy and facsimile machines, and laser printers, etc. 2. Knowledge of general office practices, protocols, and procedures. 3. Knowledge of correct English usage, spelling, and punctuation. 4. Knowledge of the format, organization, and composition of business letters, reports, and memoranda. 5. Knowledge of general record keeping principles and filing systems. 6. Knowledge of the application of instructions and guidelines for the work area. 7. Ability to understand and follow instructions. 8. Ability to communicate effectively. 9. Above average telephone skills.

CERTIFICATES, LICENSES, REGISTRATIONS:

None