

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

Position Code 1. DPTLTCHEW38R

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.)	8. Department/Agency DEPARTMENT OF STATE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) OFFICE OF INVESTIGATIVE SERVICES
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division BUSINESS COMPLIANCE AND REGULATION DIVISION
5. Working Title (What the agency calls the position) DEPARTMENTAL TECHNICIAN	11. Section BUSINESS LICENSING SECTION
6. Name and Position Code Description of Direct Supervisor TRUTZL, DOUGLAS E; DEPARTMENTAL MANAGER-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor HOWARD, KRYSTAL; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Richard H. Austin Building, 430 W. Allegan St., Lansing, MI 48933 / Monday – Friday; 8:00am – 5:00pm

14. General Summary of Function/Purpose of Position

The function of this position is to review, analyze and process original, renewal and other associated license applications for businesses (e.g., vehicle dealers, and repair facilities) and individuals (e.g., mechanics, mechanic trainees, and salvage agents), using CARS and related databases. The Technician must use independent judgment to analyze the submitted data and determine if the applicant meets legislative requirements and department policies before issuing a license.

This position is responsible for updating and maintaining data requirements in CARS. This position communicates with other agencies, the public, and licensees by phone, email, mail, fax, and in person.

This position assists callers and walk-in customers by providing technical assistance and answering inquiries regarding business licensing functions, rules, regulations, policies, and the status of applications and other activities. This position requires exceptional customer service, which is expedient, friendly, courteous, knowledgeable, and helpful.

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: 60

Reviews, analyzes, and processes original, renewal and other associated license applications for businesses (e.g., vehicle dealers, and repair facilities) and individuals (e.g., mechanics, mechanic trainees, and salvage agents), using CARS and related databases. The Technician must use independent judgment to analyze the submitted data and ensure the applicant meets legislative requirements before issuing a license or submitting a license to be approved.

Individual tasks related to the duty:

- Review and analyze applications for accuracy, determine fee discrepancies, errors, or problems which would cause referral for further investigation.
- Make determinations on license eligibility.
- Compose, prepare, and send letters via email, fax, and USPS to request additional or corrected information or fees.
- Review applicants' FBI and MSP fingerprint check records through the Criminal History Records Internet Subscription System (CHRISS) and determine eligibility for licensure. Also utilize other resources such as Offender Tracking Information System (OTIS) to verify possible disqualifying arrest or conviction history.
- Verify business entity and other applicant information with the Department of Licensing and Regulatory Affairs.
- Finalize and complete processing of applications for license issuance.
- Review dealer license plate requests against allotment restrictions and other departmental rules, and issue plates accordingly.
- Review and verify lost, stolen, and damaged dealer license plate requests. Review police reports to verify dealer license plate requests for lost and stolen plates. Enter appropriate information into the CARS system.
- Monitor and track aging pending applications for applicant response. If no response, purge and file application and related documents.
- Review and evaluate requests for change of owner/officer, change of class, supplemental locations, branch designations, tent sales, change of name or address, additional/replacement dealer plates and or wall licenses, certificates, registrations, fleet and workers compensation insurance, etc. Determine if changes are valid and then ensure changes are made.
- Scan incoming paper documents into the CARS system.
- Process online transactions and when necessary, maintain caseload while requesting further information.
- Perform problem resolution concerning the above applications.
- Review, investigate and resolve payment discrepancies and issues. May involve coordinating with other areas of the Department.
- Process vehicle dealer surety bond cancellations, bond riders and bond reinstatements according to strict legal requirements. Compose and prepare appropriate letters. Add appropriate information to licensee record and update same if bond is reinstated.
- Enter, retrieve, update, verify, scan and delete information from electronic files. Organizes and maintains files as needed.
- Examine and process refund requests for approval.

Duty 2

General Summary:

Percentage: 30

Assists callers and walk-in customers by offering technical assistance and answering inquiries regarding section functions, rules, statutory regulations, policies, and the status of applications and other activities. Requires exceptional customer

service, which is expedient, friendly, courteous, knowledgeable, and helpful.

Individual tasks related to the duty:

- Assist callers and walk-in customers by determining the needs of the customer regarding licensing requirements. Ask relevant questions, and address any concerns, issues, or questions that the customer may have.
- Answer questions pertaining to licensing requirements, offer suggestions on how customers may obtain needed documents or information. Refer caller to appropriate work area as needed if unable to answer questions, or if call is misdirected.
- Troubleshoot technical issues that licensees are having using their MiLogin and eServices account to gain entry, perform functions, or to update license information.
- Help callers create on-line accounts and navigate services available to them.
- Query/search for information in the CARS Database.
- Understand licensing requirements and respond appropriately.
- Offer any additional information that may be helpful to customers.

Duty 3

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Respond to customer inquiries (mail, e-mail, voicemail, and fax) for information regarding business licensure.
- Assist other Departmental staff in answering licensing questions and obtaining documentation.
- Mail, fax, and email forms to requestors.
- Order dealer plates from warehouse as requested.
- Order supplies and forms as needed.
- Attend meetings.
- Test CARS system updates.
- Create and/or update forms as necessary.
- Create and/or modify website information.
- Create and or update policies and procedures.

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

When reviewing applications, considerable general knowledge must be applied to specific situations to determine if further information or corrected information must be supplied by the applicant. Application processing requires review and analysis of multiple documents including criminal history, corporate filings, applicant's past license record(s) and others before the license can be approved. The applicant, licensee, and division staff are affected.

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

There are times when documents are submitted with an application that are out of the ordinary. Therefore, review of the document by a supervisor must be made.

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.

Normal office environment. Some lifting required.

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):

- | | |
|---|--|
| <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?

The function of this position is to review, evaluate, and process original, renewal and other associated license applications for businesses (e.g. vehicle dealers, and repair facilities) and individuals (e.g. mechanics, mechanic trainees, and salvage agents), using CARS and related databases. The technician must use independent judgment to analyze the submitted data and determine if the applicant meets legislative requirements before issuing a license.

This position is responsible for updating and maintaining data requirements in CARS. This position communicates with other agencies, the public, and licensees by phone, email, mail, fax, and in person.

This position assists callers and walk-in customers by providing technical assistance and answering inquiries regarding functions, rules, regulations and policies of the Section and be able to determine the status of applications and other activities. This position requires exceptional customer service, which is expedient, friendly, courteous, knowledgeable and helpful.

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 Business Licensing and Regulation Division is responsible for licensing businesses and individuals regulated by the Secretary of State. This position reviews, analyzes and processes original and renewal licenses and reinstatements, repair facility registrations, and mechanic certification and testing to ensure compliance with state statutes and regulations.

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 performing administrative support activities equivalent to the 8-level in state service.

OR

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

Departmental Technician E9

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

OR

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

OR

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

Alternate Education and Experience**Departmental Technician 7**

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the policies, procedures and statutes administered by the Business Licensing Section and the ability to interpret and apply them.

Knowledge of the section and division forms and work flow.

Ability to maintain favorable public relations.

Ability to communicate effectively in person, by phone and through correspondence.

Ability to use PC and various computer programs and software.

Ability to determine work priorities and meet deadlines.

Good organizational skills.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None.

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.

Appointing Authority

11/9/2023

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