

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

<b>Position Code</b> 1. GNOFASTEM32R
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## 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.	
<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> DEPARTMENT OF STATE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Customer Services
<b>4. Civil Service Position Code Description</b> GENERAL OFFICE ASSISTANT-E	<b>10. Division</b> Office Of Business & Internal Services
<b>5. Working Title (What the agency calls the position)</b> General Office Assistant 5,6/State Services Assistant E7	<b>11. Section</b> International Registration Plan (IRP)
<b>6. Name and Position Code Description of Direct Supervisor</b> BATES, MELISSA; DEPARTMENTAL SUPERVISOR	<b>12. Unit</b> International Registration Plan (IRP)
<b>7. Name and Position Code Description of Second Level Supervisor</b> BROWN, JACQUELINE; DEPARTMENTAL MANAGER-2	<b>13. Work Location (City and Address)/Hours of Work</b> 7064 Crouner Dr., Lansing / 8:30 a.m. - 5:00 p.m.
<b>14. General Summary of Function/Purpose of Position</b>  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.	

**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: 45**

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.

**Individual tasks related to the duty:**

- 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**

**General Summary:**

**Percentage: 30**

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

**Individual tasks related to the duty:**

- 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**

**General Summary:**

**Percentage: 15**

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

**Individual tasks related to the duty:**

- 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**

**General Summary:**

**Percentage: 10**

**Miscellaneous Duties**

**Individual tasks related to the duty:**

- 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.

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

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.

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

Complicated or unusual transactions, clarification of procedures, removal of suspension status from registrant's account.

**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.**

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.

**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.  |

N Approve time and attendance.

N Provide guidance on work methods.

N Orally reprimand.

N 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 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.

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 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.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

**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

*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.

None.

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

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
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