

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. DOSADEC23R

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) Bureau of Quality and Customer Experience
4. Civil Service Position Code Description DEPT OF STATE AIDE-E	10. Division Business and Internal Services
5. Working Title (What the agency calls the position) DOS Aide	11. Section Internal Services Branch
6. Name and Position Code Description of Direct Supervisor OFFICE SUPERVISOR-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor EWING, GARY C; DEPARTMENTAL SUPERVISOR-3	13. Work Location (City and Address)/Hours of Work 7064 Crowner Drive, Lansing, MI 48918 / Monday-Friday, Variable Hours

14. General Summary of Function/Purpose of Position

The Internal Services Branch (ISB) position is based in the Secretary of State Building within the State Secondary Complex completing Secretary of State transactions using internal, no-contact service delivery methods. Staff primary function is to process/issue driver licenses and personal identification cards, vehicle titles, registration/license plates, watercraft and snowmobile registration/decals, disability placards, voter registrations and various other Secretary of State branch products. Other responsibilities include communicating with the customer by phone, letter, or email as needed to answer questions, return documents, or provide instruction. Other responsibilities include assisting with Renew by Mail (RBM) unit duties when needed.

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**

Process and issue Secretary of State products such as driver licenses, personal identification cards, vehicle titles, registrations, snowmobile and watercraft registrations and decals, disability placards, and voter registrations.

Individual tasks related to the duty:

- Use various Secretary of State computer systems and programs to process transactions as needed and available to State of Michigan residents.
- Determine applicant's eligibility via approved computer systems/programs and supporting documents.
- Review required documentation for appropriateness and authenticity.
- Verify Department records using CARS and other approved programs/systems.
- Make proper referrals for ineligible applicants, including branch appointment information for applicant's ineligible for in-house services.
- Validate work for proper fees.
- Issue required plates, tabs and permits as part of registration transactions being processed.
- Process other miscellaneous transactions.

Duty 2

General Summary: **Percentage: 20**

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

Individual tasks related to the duty:

- Handle incoming phone calls and emails from customers.
- Handle incoming questions or inquiries from DSIC and other areas within MDOS to assist customers.
- Determine what services the applicant/caller needs.
- Identify and communicate the eligibility and documentation requirements for completion of the transaction. Answer questions and make appropriate referrals regarding these items, including branch appointments, if appropriate.
- Offer additional information that may be helpful and appropriate.
- Provide customer service that is expedient, friendly, courteous, knowledgeable, and helpful.
- Resolve customer problems by researching the transaction processed (or process failure) and determining the correct course of action to remedy any problems or errors.
- Involve lead workers or supervision in complex problem resolution.
- Complete return process for transactions that were rejected at mail opening. Prepare and include complete and professional communication to the customer explaining rejected transactions or paperwork.
- Determine and communicate expected transaction fees.

Duty 3

General Summary: **Percentage: 15**

Assist with Renew by Mail tasks as needed.

Individual tasks related to the duty:

- Operate remittance processor and related PC workstations to scan and verify successful image capture of high volumes of driver and vehicle renewal forms and payments.
- Operate PC based workstations connected to remittance processor to correct data elements, balance transactions totals, submit the daily remittance activity file, and other related remittance processor transaction tasks.
- Receive mail from post office and move it into processing trays.
- Open mail using OPEX mail extraction desk. Some mail may be opened by hand.
- Review incoming documents for accuracy and completeness. Set up incomplete transactions for return to customer, documenting the rejection reason.
- Verify that payment is included and matches the amount due. If not, set up for customer return.
- Sort incoming documents into appropriate batches for further processing.
- Identify and separate self-mailers requiring special handling. Verify that special handling processes were completed.
- Mark incoming documents with appropriate processing codes to indicate work type or special handling, as needed.
- Mark incoming documents with appropriate codes for any needed data corrections, such as the county code.
- Transport sorted documents to remittance processor for further processing.
- Empty waste from mail extraction desks (unnneeded envelopes, machine-cut strips from envelopes, etc.)

Duty 4

General Summary: **Percentage: 5**

Miscellaneous

Individual tasks related to the duty:

- Develop and maintain knowledge of Department policies, rules, and procedures.
- Develop and maintain general knowledge for proper referral of inquiries to other agencies.
- Complete beginning and end of day activities.
- Use and maintain the following equipment in daily operations: Validation stamps, phones, fax, PC, remittance processors and related computer equipment, calculator.
- Provide production counts as needed to supervision.
- Complete other job-related tasks as assigned by supervision or lead workers.
- DOS Aides at the experienced level may assist the lead workers (DOS Aide 9) in training of new Department of State Aides, if needed.

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

Most phone calls and transactions are handled independently based on current guidelines and procedures. Unique situations may require personal judgement.

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

Decisions of a complex nature, when information cannot be found in the manuals, may conflict with established policies or procedures, are politically sensitive, or are outside of current department policy, preference, or guidelines and require a higher-level intervention.

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.

This general office environment work is performed in the Secondary Complex, Secretary of State Building. Work involves transporting trays and/or boxes of plates or tabs that can weigh 25 pounds or more. There may be some noise from equipment operation. Prolonged sitting is required during mail opening, data entry, and when operating the remittance processor.

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):

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| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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 Internal Services Branch (IBS) position is based in the Secretary of State Building within the State Secondary Complex completing Secretary of State transactions using internal, no-contact service delivery methods. Staff primary function is to process/issue driver licenses and personal identification cards, vehicle titles, registration/license plates, watercraft and snowmobile registration/decals, disability placards, voter registrations and various other Secretary of State branch products. Other responsibilities include communicating with the customer by phone, letter, or email as needed to answer questions, return documents, or provide instruction. Other responsibilities include assisting with Renew by Mail (RBM) unit duties when needed.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Internal Branch Services issues personal ID cards, driver license, titles, vehicle registrations and permit to Michigan residents that are out of the state. Employees establish identity, eligibility, and ensure applicants are qualified for a driver license, inspect documents, and issue license plates and registrations, titles, and various permit. The unit also processes salvage and scrap titles, as well as handicap permits.

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:

Department Of State Aide 6

No specific type or amount 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:

- Must possess a professional manner and pleasing personality.
- Ability to correspond and deal effectively with public
- Excellent telephone skills
- 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:

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. Position also requires incumbent possess and maintain a valid Michigan driver's license, in accordance with agency's driving record standards.

CDLKTEX: Pursuant to the Commercial Motor Vehicle Safety Enhancement (CMVSE) Act and the requirements establishes 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.

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