

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

Position Code

1. GNOFASTEL05R

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) Customer Services Administration
4. Civil Service Position Code Description GENERAL OFFICE ASSISTANT-E	10. Division Customer Services Division
5. Working Title (What the agency calls the position) General Office Assistant	11. Section Direct Services Section
6. Name and Position Code Description of Direct Supervisor WOOD, LENA L; DEPARTMENTAL MANAGER-1	12. Unit Record Sales
7. Name and Position Code Description of Second Level Supervisor VANBOLDEN, ELVINE; STATE ADMINISTRATIVE MANAGER	13. Work Location (City and Address)/Hours of Work 7064 Crouner Drive, Lansing, MI 48918 / 8:30a – 5:00p, Monday - Friday

14. General Summary of Function/Purpose of Position

The incumbent functions as a customer service representative, responding to questions from customers and processing requests from individuals, companies, and governmental agencies for information pertaining to driver and/or vehicle records. This position also retrieves record information from various media stored throughout the building. Employees in the Record Sales Unit have extensive customer contact through mail, telephone, and lobby coverage.

This employee will also be cross-trained and will perform General Office Assistant duties for the Office of Business and Internal Services, to provide backup assistance during times of heavy business volume or to cover employee absences. These areas may include IRP (International Registration Plan), RBM (Renewal By Mail), and UCC (Uniform Commercial Code).

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: 50

Fulfill customer requests for driver and/or vehicle information.

Individual tasks related to the duty:

- Respond to customer questions concerning driver and vehicle records.
- Enter requests for record information into the Accounts Receivable System and/or Siebel eService.
- Process certification, verification, and subpoena requests.
- Type prescribed language to certify documents as true copies of official records.
- Prepare Original Issue Date clearance letters.
- Compose correspondence to provide driver and/or vehicle clarifications to requesting customers.
- Determine driving status for specified dates as requested from courts, prosecutors, governmental agencies, police departments or attorneys.
- Oversees or conducts complex driving record transactions or system access updates to CARS, or other driver-related information systems.
- Complete credit card processing as payment for record requests that come into the Record Sales Unit.
- Submit refund requests for department errors

Duty 2

General Summary:

Percentage: 35

Retrieve, copy, and deliver source documents for internal and external customers.

Individual tasks related to the duty:

- Locate film or source documents from work areas throughout the building.
- Make copies of source documents using copiers, or other media and equipment.
- Redact personal and highly restricted information as required/requested according to the Driver Privacy Protection Act (DPPA) laws.
- Complete requests and deliver documents and reports of services to customers requesting the records.
- Use Siebel eService as a delivery mechanism to fulfill requests.

Duty 3

General Summary:

Percentage: 10

Back-up or relief services for other work unit.

Individual tasks related to the duty:

- Assist in IRP Unit during quarterly renewal periods registering apportioned vehicles. Duties include reviewing and processing applications and supporting documents, entering data into a PC based computer system. Public contact via phone, faxes, and in person, with customers and other governmental agencies is required. Issue invoices, cab cards, plates, and temporary authorities.
- Assist with work in other Office of Business and Internal Services work areas such as RBM, UCC and other areas as assigned, to enhance staffing during high volume business periods or temporary staffing shortages. Work may

involve data entry, clerical tasks, customer service, and a variety of other office duties related to Department record keeping and document processing.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Perform routine maintenance on office equipment.
- Purge files.
- Assist project teams in defining business requirements as necessary.
- Train other employees.
- Assist management staff with compilation of workload reports.
- Other clerical tasks as needed in other areas as assigned.

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

Must decide which certification wording to use. Must determine what requestor really needs versus what is being requested. Also, must try to figure out what requestor really means due to ambiguous wording on requests. Determine when to call for additional information. Decide when to reject pending request. Determine if information provided is correct and if permissible reason has been provided. Incorrect or insufficient information could result in denial of receiving requested information or possible investigation of fraudulent intent from the requestor. When retrieving documents and request is not clear, determine whether to continue to search for documents or seek assistance before returning to requestor.

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

When it is not clear how much to charge for information or when in doubt for what information requestor is asking for. If an error has been made on any document or needs clarification. Out of the ordinary or unusual requests. Requests for expedited service. When equipment needs to be repaired/serviced.

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.

Standing, sitting, stooping, kneeling, crouching, reaching, walking, and bending are required on a daily basis in the process of record retrieval. Transporting containers of work weighing up to 30 pounds onto and off from shelving units occasionally. Dusty conditions are frequently encountered due to the large amount of paper documents in the bureau. Frequent pressure to meet deadlines for law enforcement, court dates, DAAD, Executive Office, etc.

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):

☐ Complete and sign service ratings.

☐ Assign work.

N Provide formal written counseling.

N Approve leave requests.

N Approve time and attendance.

N Orally reprimand.

N Approve work.

N Review work.

N Provide guidance on work methods.

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?

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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 Record Sales Unit is a customer service unit, responsible for the processing of customer requests for driver and vehicle record information. The unit receives requests by the incoming mail (U.S. and Departmental) system, fax machine, and incoming telephone calls. Staffs process the requests for driver and vehicle records and mail to law enforcement, insurance companies, legal professionals, employers, and the public at large. This position is responsible for receiving, processing, and mailing these requests.

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:

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to the intermediate level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of driver and/or vehicle records.
- Knowledge of filing and general record keeping such as logs, tickler files, etc.
- Knowledge of correct English usage, spelling, and punctuation.
- Knowledge of general office practices.
- Ability to understand and carry out instructions.
- Ability to compare data from two or more sources for accuracy and completeness.
- Ability to operate standard office equipment such as calculators, adding machines, copying machines, video display terminals, etc.
- Ability to alphabetize, numerically rank, sort, and batch documents.

- Ability to perform typing services as required.
- Ability to work under stressful conditions.
- Must be able to work independently.
- Must be able to work with public when covering lobby.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

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.

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.

HOLLY WHEELER

7/6/2021

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