

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

<b>Position Code</b> 1. DPTLTCHEE71R
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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> Quality and Customer Experience
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL TECHNICIAN-E	<b>10. Division</b> CUSTOMER INFORMATION
<b>5. Working Title (What the agency calls the position)</b> Departmental Technician	<b>11. Section</b> DSIC
<b>6. Name and Position Code Description of Direct Supervisor</b> SILLS, RONDA R; DEPARTMENTAL SUPERVISOR-3	<b>12. Unit</b> DSIC TIER 2
<b>7. Name and Position Code Description of Second Level Supervisor</b> RISA LOVELL; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> HYBRID/7064 CROWNER DR; LANSING, MI 48917 / 8:30a – 5:00p, Monday-Friday
<b>14. General Summary of Function/Purpose of Position</b>  This employee must demonstrate skills in a full variety of work processes performed within the Customer Information Division (CID) and Legal Services Administration (LSA). This employee serves as a contact center customer service representative, providing pertinent information to citizens, other state agencies, attorneys representing clients, and legislators with constituent concerns. The worker also answers calls from in-house staff and branch office personnel to assist in the resolution of complex issues. The incumbent researches and troubleshoots problems ranging from simple driving directions to high profile, sensitive customer complaints caused by human or computer error, procedural complications, legislative requirements and unforeseen issues associated with process implementation. The employee is expected to resolve the caller's concerns without transferring the call to other areas of the Department unless such action is specifically called for under the circumstances. In the latter case, the worker is expected to expedite forwarding the call to the correct individual the caller needs to talk to and follow through to assure closure of the matter.	

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: 70**

Serve as a contact center customer service representative on behalf of the CID and LSA and the Department of State. Authorize the rescheduling of Driver Assessment reexaminations.

**Individual tasks related to the duty:**

- Maintain commitment to excellent customer service.
- Receive calls that may range from the simple to complex that can be high profile, of a sensitive nature, customer problem-related or from Department employees unsure of laws or procedures.
- Quickly identify the problem and needs of the customer.
- Provide clear, concise and accurate information with tact and diplomacy.
- Interpret and explain statutes, policies, and procedures.
- Review, research, analyze and resolve complex issues and transactions that cannot be processed due to legal questions, absent paperwork, system or human error.
- Initiate and provide follow up for record corrections.
- Recommend remedial action to appropriate work units when errors or inefficiencies are noted.
- Oversees or conducts complex driving record transactions or system access updates to CARS, or other driver-related information systems
- Expedite processing of sensitive transactions.
- Make discretionary assessments.
- Serve as process/information resource for branch office, field agents and other Department personnel.
- Authorize transaction processing on an exception basis as a means to expedite service.
- Advise customers of additional avenues for resolution of problematic transactions and other awkward Department-related situations they find themselves in.
- Investigate complaints/concerns; determine if a need for further action exists, if so, initiate appropriate action.
- Conduct initial and follow-up interviews by telephone.
- Maintain a broad, accurate and up-to-date knowledge base of processes, policies and procedures relating to responsibilities of the Administration.
- Review new legislation, policies, regulations, and procedures and understand the resulting impact.
- Work with Section supervision on exceptional requests/issues as they arise.
- Track customer issues and resolutions.
- Alert Supervisor of potential public relations, politically sensitive or procedural issues.
- Serve as a "face of the Department", demonstrating respect and concern for all customers

**Duty 2****General Summary:****Percentage: 10**

Identify current process or system failure points and opportunities to enhance current process

**Individual tasks related to the duty:**

- Develop standard responses for frequently asked questions and, with supervisory approval, add them to the Section's knowledge database.
- Identify issues that routinely come up through contacts with the Section and make recommendations to supervisor for items to be added to the Section's knowledge database.
- Identify and recommend to supervisor those responsibilities which might more easily be handled by Customer Solutions Center personnel rather than referring them elsewhere for handling.
- Ascertain where failure or problematic points occur, identify trends and recurring problems and notify appropriate supervision so that corrective action can be taken.
- Determine what programming, additional paperwork, legal documents or information is needed to resolve customer problems.
- Resolve issues if changes in programming, paperwork, procedures, or requirements might reduce customer problems and/or confusion.
- Review and interpret current procedures to recommend processing enhancements to streamline research and recommend alternative processing methods and programming.
- Work with supervisor to analyze ongoing program operations and prepare recommendations for modifications to procedures and programming.

**Duty 3****General Summary:****Percentage: 15**

Utilize various communications technologies to respond to written inquiries

**Individual tasks related to the duty:**

- Provide instructional material and requested forms to correspondents.
- Use form letters and compose original letters in reply to citizens and courts.
- Use email form letters and compose original email letters to reply to citizens' email correspondence.
- Answer correspondence (both hard copy and email) on behalf of the Secretary of State's Executive office regarding Administration issues.

**Duty 4****General Summary:****Percentage: 5**

Performs other contact center duties as assigned.

**Individual tasks related to the duty:**

- Assist occasional walk-in customers.
- Conduct training and informational sessions.
- Attend training and informational sessions.

- Employ multiple software programs to accomplish job tasks.
- Assist project teams in defining business requirements.
- Perform miscellaneous assignments assigned by supervision.

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

Considerable knowledge and independent judgment is used to identify, analyze, research and resolve customer service issues. Employees determine if proposed actions comply with existing laws, policies and procedures. Deviations from standard procedures must not compromise the integrity of the Department. Workers' decisions directly affect a customer's eligibility to drive, and to register and title vehicles. Inaccurate decisions could make the Department susceptible to legal action.

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

Finalizing programming and/or procedural changes, unique or unusual correspondence and letters written on the behalf of the Department of State's Executive Office.

**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.**

Stress involved with routinely communicating with irate, confused, or frustrated customers. Normal office environment; prolonged sitting and use of keyboard and monitor, use of telephone headset, some lifting, bending, walking, and reaching.

**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"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.  |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |

N Approve leave requests.

N 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?

This employee must demonstrate skills in a full variety of work processes performed within the Customer Information Division (CID) and Legal Services Administration (LSA). This employee serves as a contact center customer service representative, providing pertinent information to citizens, other state agencies, attorneys representing clients, and legislators with constituent concerns. The worker also answers calls from in-house staff and branch office personnel to assist in the resolution of complex issues. The incumbent researches and troubleshoots problems ranging from simple driving directions to high profile, sensitive customer complaints caused by human or computer error, procedural complications, legislative requirements and unforeseen issues associated with process implementation. The employee is expected to resolve the caller's concerns without transferring the call to other areas of the Department unless such action is specifically called for under the circumstances. In the latter case, the worker is expected to expedite forwarding the call to the correct individual the caller needs to talk to, and follow through to assure closure of the matter.

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

N/A

25. What is the function of the work area and how does this position fit into that function?

This Section is the primary point of contact for the Customer Services Administration and the Legal Services Administration. The employee is responsible for answering questions, providing information, resolving issues, responding to complaints, and explaining procedural requirements. The employee is expected to resolve all incoming questions and communications whenever possible without transferring callers to other areas of the Department. If a transfer is necessary, the employee is to make sure the call goes to the right person the first time with a minimum of delay, and follow up to assure closure of the matter.

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 as a technician or paraprofessional equivalent to the entry level in state service.

OR

One year of experience performing administrative support activities equivalent to the 8-level in state service.

**Departmental Technician E9**

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

OR

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

OR

One year of experience as a supervisor of administrative support activities equivalent to the 9-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:**

Ability to work independently with a minimum of supervision.

Ability to analyze and make decisions based on work experience, training, departmental procedures, and policies.

Skilled at learning and operation of personal computers, software, departmental databases and their operations.

Ability to interact in a professional, yet diplomatic manner with customers using multiple technologies.

Ability to review data, determine trends, and isolate and present information in a clear and concise manner.

Ability to communicate effectively with diverse groups of people.

Knowledge of rules, policy, procedures, and laws (primarily the Michigan Vehicle Code) relating to Department activities.

Knowledge of techniques to interview and gather information efficiently.

Ability to analyze data and make recommendations for change.

Ability to interpret statutes and legislative proposals and the ramifications to inform, update or advise Department and outside personnel.

Ability to answer inquiries regarding functions, rules, regulations, policies and legislative proposals.

Ability to review and evaluate documents to determine if prescribed requirements or qualifications are met; certify as to the eligibility of persons or the acceptance of documents.

**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.

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