

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DOSADE

Civil Service Class and Level: Dept Of State Aide-E

Working Title (What the agency calls the position): DEPARTMENT OF STATE AIDE

Name and Position Code Description of Direct Supervisor: VACANT

Department/Agency:

Bureau (Institution, Board, or Commission): BUREAU OF BRANCH OFFICE SERVICES

Division: FIELD SERVICES

Section:

Unit:

Work Location (City and Address)/Hours of Work: / VARIES BY OFFICE LOCATION

General Summary of Function/Purpose of Position: The primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position serves in a Bureau of Branch Office Services (BBOS) branch office.

Assigned duties and tasks for each duty.

Duty 1: Assists customers/callers by providing information about services available at the Secretary of State branch offices.

- Determines what services the applicant/caller needs
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- Identifies the requirements for the transaction
- Determines if applicant/caller has the necessary documents for the transaction
- Offers suggestions on how customers may obtain needed documents
- Directs customers to where services may be obtained
- Offers any additional information that may be helpful to customers
- Provides customer service that is expedient, friendly, courteous, knowledgeable and helpful

Duty 2: Issues drivers license and personal identification

- Issues driver licenses and ID's, (chauffeur, operator, graduated, moped and restricted licenses, personal ID's, blind ID's, motorcycle and CDL endorsements)
- Determines applicant's eligibility by use of computer terminal and supporting documents
- Requests, reviews, and documents required identification. Checks for fraudulent documents
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- Administers appropriate tests such as vision, written, and road sign
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- Makes proper referrals for ineligible applicants
- Makes testing arrangements for applicants who are handicapped, foreign speaking, or in need of assistance for testing purposes
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- Reviews doctor's statements, and if questionable, refers to manager
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- Processes transactions using the proper checks for accuracy
- Collects proper fees, takes photographs and issues temporary license
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- Compiles and prepares daily reports

Duty 3: Assists customers with various vehicle transactions

- Obtains proper legal documents
- Examines documents to establish ownership
- Looks for signs of fraudulent activity
- Verifies Department records by use of computer terminal
- Processes applications
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- Dispenses required plates, tabs and permits
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- Determines and collects appropriate fees and taxes
- Provides service to Michigan automobile, watercraft, and mobile home dealers
- Compiles, prepares and completes daily reports

Duty 4: Cash control

- Serves as cashier
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- Balances cash/checks with transactions
- Compiles and prepares deposits
- Deposits monies collected
- Complies with cash control procedures

Duty 5: Inventory control

- Uses and dispenses inventory in conjunction with established inventory control procedures

Duty 6: Voter registration

- Affords all persons the opportunity to register to vote
- Assists in the completion of voter registration applications
- Reviews, sorts and forwards applications to appropriate city, township or county clerk

Duty 7: Training

- At the E8 level, employee is expected to assist in training of other Department of State Aides

Duty 8: Miscellaneous

- Assists office manager with correspondence
- Compiles and prepares all reports necessary for the operation of a branch office
- Develops and maintains knowledge of Department policies, rules, and procedures
- Develops and maintains general knowledge for proper referral of inquiries to other agencies
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- Assists in investigations, including giving testimony when required
- Participates in housekeeping chores
- May serve as timekeeper
- Completes beginning and end of day activities Equipment used and maintained in daily operation: IT (Intelligent Terminals), validation stamps, vision testing machine, phones, fax, PC, and related computer equipment, camera, calculator.

Types of decisions made independently and whom or what those decisions affect: Most phone calls and transactions are handled independently. If guidelines or instructions are not available, assistance is sought from supervisor, Assistant Region Manager, Region Manager, or Lansing in-house units.

Types of decisions that require the supervisor's review: Questionable identification or other questionable documentation, customer requests that are out of the normal scope of branch practices, situations where issues or solutions are unclear.

Physical effort used to perform this job and environmental conditions of this position: Work is performed in a Department of State branch office. Counter work is usually performed while standing (for up to 8 hours per day). Must be able to lift 25-pound boxes. May occasionally make trips to the bank to make deposits or obtain change. May occasionally be required to travel to relief assignments.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: To provide courteous efficient customer service, determining the needs of the customer, communicating the requirements for the transaction, offering suggestions and alternatives, interpreting applicable procedures and policies. Work also involves processing transactions, collecting fees and taxes, and preparing reports. Work is performed in a Department of State branch office. Counter work is usually performed while standing (for up to 8 hours per day). Must be able to lift 25-pound boxes. May occasionally make trips to the bank to make deposits or obtain change. May occasionally be required to travel to relief assignments.

The function of the position's work area and how it fits into that function: The function of branch office is to provide information and excellent customer service to the citizens of the State of Michigan. Branches issue personal ID cards, driver license, voter registration, titles, vehicle registrations and permits. Employees establish identity, eligibility, and ensure applicants are qualified for a driver license to operate motor vehicles on the highway, inspect documents, and issue license plates and registrations, titles and various permits; assist customers who wish to register to vote, and collect and secure large sums of money. Department of State Aides serve the citizens of Michigan by providing information at the branch office counter.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of high school diploma or GED Certificate

EXPERIENCE:

No specific type or amount of experience is required

KNOWLEDGE, SKILLS, AND ABILITIES:

Excellent telephone skills. Ability to meet and deal effectively with the public. Ability to collect and handle large amounts of money under high volume conditions. Must possess a professional manner, pleasing personality, professional dress and appearance. 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:

Must possess a valid Michigan driver license. Employees appointed to this classification after January 20, 2009 must be United States citizens 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.