

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

AUTOMOTIVE REGULATION INVESTIGATOR

JOB DESCRIPTION

Employees in this job conduct investigations of auto repair facilities, auto salvage facilities, automotive emissions testing facilities, and automobile dealerships to ensure compliance with the Michigan Vehicle Code, including the Motor Vehicle Service and Repair Act and the Vehicle Emission and Maintenance Act. Employees inspect the facilities to determine compliance with licensure requirements.

There are three classifications in this job.

Position Code Title – Automotive Regulation Investigator-E

Automotive Regulation Investigator 10

This is the intermediate level. The employee performs a range of investigative assignments in a developing capacity.

Automotive Regulation Investigator E11

This is the experienced level. The employee performs a full range of investigative assignments and exercises considerable independent judgment in applying policies and procedures to a complex variety of situations.

Position Code Title – Auto Regulation Investigator-A

Automotive Regulation Investigator 12

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior-level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Investigates complaints from automobile owners and purchasers regarding alleged violations of the Motor Vehicle Service and Repair Act and the Michigan Motor Vehicle Code.

AUTOMOTIVE REGULATION INVESTIGATOR

PAGE No. 2

Interviews complainants, license staff, and other witnesses and obtains evidence regarding complaints of motor vehicle repairs and dealer transactions, and non-licensure activity.

Examines the vehicle involved in an auto repair complaint to determine if the repairs were performed, were necessary, and/or were competently performed.

Examines records of salvage yards, dealerships, and repair facilities to verify the origin and authenticity of parts, and to ensure proper record keeping.

Assists complainants in receiving clear title and registration for vehicles they have purchased.

Verifies proper certification of facility mechanics.

Reviews receipts and tax records to ensure that proper licensing fees have been paid and collects unpaid fees.

Inspects dealerships and repair facilities to ensure they are meeting licensing requirements and attempting to identify stolen vehicles or parts.

Prepares factual reports summarizing results of investigations and issues appropriate notices of noncompliance.

Serves as a witness and assists in testifying in court actions related to Bureau of Regulatory Services' activities.

Reviews title registrations, odometer statements, RD108s, and related records.

May assist in training lower-level Automotive Regulation Investigators.

Performs related work as assigned.

Additional Job Duties

Automotive Regulation Investigator 12 (Lead Worker)

Coordinates work by scheduling assignments and overseeing the work of others.

Oversees and assures the quantity and quality of the workflow by directing the employee's adherence to methods and procedures.

Explains work instructions and adapts, if necessary, pertinent general methods and procedures to meet required needs.

Automotive Regulation Investigator 12 (Senior)

Performs on a regular basis investigative activities that are recognized as the most complex assignments.

AUTOMOTIVE REGULATION INVESTIGATOR

PAGE No. 3

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of investigative methods and techniques.

Knowledge of the auto repair and dealership terminology, materials, tools, and equipment, including measuring devices and testing equipment.

Knowledge of the Motor Vehicle Service and Repair Act and the Motor Vehicle Code.

Knowledge of the function, operation, maintenance, diagnosis, and repair of motor vehicles.

Knowledge of reference manuals for the determination of currently appropriate parts and/or costs.

Knowledge of repair shop and dealership operation and management.

Ability to apply laws, rules, and regulations relative to the work.

Ability to observe critically and obtain accurate data.

Ability to follow verbal and written instructions.

Ability to travel to various locations.

Ability to comprehend and apply complex written material.

Ability to communicate effectively.

Ability to meet and deal effectively with others.

Additional Knowledge, Skills, and Abilities

Automotive Regulation Investigator 12 (Lead Worker)

Ability to organize and coordinate the work of Automotive Regulation Investigators.

Ability to train lower-level Automotive Regulation Investigators.

Ability to determine priorities and allocate work to others in the work area.

Automotive Regulation Investigator 12 (Senior Worker)

Ability to perform complex assignments as approved by Civil Service.

AUTOMOTIVE REGULATION INVESTIGATOR

PAGE No. 4

Working Conditions

Work is typically performed in auto repair facilities, dealerships, or salvage yards, both indoors and outdoors.

The investigations and inspections are performed in an assigned area of the state.

Some jobs require an employee to work under extreme weather conditions and environmental conditions of work site.

Some jobs require travel.

Physical Requirements

The job duties require an employee to move heavy objects.

Education

Educational level typically acquired through completion of high school.

Experience

Automotive Regulation Investigator 10

Three years of experience equivalent to an Automotive Mechanic E9, two years of which must have been in an auto repair facility performing such public contact work as sales or the writing of service orders; and certification by the National Institute for Automotive Service Excellence or State of Michigan Certification in at least three of the sixteen mechanic specializations.

OR

Three years of experience equivalent to an Automotive Mechanic E9 and certification by the National Institute for Automotive Service Excellence as a Master Automobile Technician or State of Michigan certification as a Master Automobile Mechanic.

OR

Three years of experience, within the past five years, in the inspection of auto emission testing facilities and equipment equivalent to the Automotive Mechanic E9.

OR

Three years of experience working for a law enforcement organization where a function of the job was performing investigations of automobile thefts or other auto-related investigations requiring knowledge of the major automotive component parts and of the methods of identifying vehicles.

OR

Three years of experience working for a law enforcement organization performing field investigations of a criminal or civil nature.

AUTOMOTIVE REGULATION INVESTIGATOR

PAGE No. 5

Automotive Regulation Investigator E11

One year of experience equivalent to an Automotive Regulation Investigator 10 or one year of experience as a Departmental Technician 10 in the Bureau of Regulatory Services, Michigan Department of State.

Automotive Regulation Investigator 12

Two years of experience equivalent to an Automobile Regulation Investigator, including one year equivalent to an Automotive Regulation Investigator E11.

Special Requirements, Licenses, and Certifications

Some positions require certification in a specific area of specialization. The sixteen State of Michigan Certification areas of specialization are: automatic transmission, brakes and braking systems, collision-related mechanical repair, electrical systems, engine repair, engine tune-up/performance, front-end suspension and steering systems, heating and air conditioning, manual transmission front and rear axles, unitized body structural repair, or the six heavy duty truck repair categories including brakes and braking systems, diesel, drive trains, electrical systems, engine repair, gasoline, and suspension and steering systems.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code
AUTREGINV

Job Code Description
Automotive Regulation Investigator

Position Title
Automotive Regulation Investigator-E
Automotive Regulation Investigator-A

<u>Position Code</u>	<u>Pay Schedule</u>
AUTRINVE	A02-033
AUTRINVA	A02-021