

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

DEPARTMENT OF STATE AIDE

JOB DESCRIPTION

Employees in this job perform a variety of customer service activities associated with licensing motor vehicle operators and issuing licenses, registrations, and titles for various types of motor vehicles as required by the Michigan Vehicle Code.

There are four classifications in this job.

Position Code Title - Dept Of State Aide-E

Department Of State Aide 6

This is the entry level. The employee performs a range of branch office customer service activities in a learning capacity, receiving on-the-job training and close supervision.

Department Of State Aide 7

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of branch office customer service activities, under general supervision.

Department Of State Aide E8

This is the experienced level. The employee performs a full range of branch office customer service activities using independent judgment in making decisions, interpreting and applying policies and procedures within the scope of the work.

Position Code Title - Dept Of State Aide-A

Department Of State Aide 9

This is the advanced level. The employee functions as a lead worker overseeing the work of others and handling the most difficult transactions.

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.

Issues automobile, truck, trailer, and motorcycle plates as well as snowmobile, watercraft, and moped registrations; evaluate all necessary documentation provided by the applicant, and ensures that plates are properly issued to legal owners and that owners carry insurance meeting state requirements.

Administers various drivers' qualifications tests including written test, road-sign tests, and vision tests; evaluates results and reviews test results with the applicant.

Evaluates application and issues driver's license if applicant is determined to be qualified.

Issues vehicle titles and title transfers to dealership and individuals after examining appropriate documentation.

Uses appropriate customer service techniques while handling a high volume of telephone and over-the-counter inquiries regarding Department of State policies, procedures, and regulations or providing instructions or directions to clients.

Collects fees and balances receipts and disbursements; conducts banking transactions as needed.

Operates computer terminals, scanners, general office equipment, calculators, automatic cameras, and vision testing equipment (e.g. ,telebinocular and perimeter machines).

Organizes, dispenses, uses, and accounts for controlled inventory items as plates, tabs, permits, applications and various decals and stickers; orders supplies as necessary.

Registers eligible voters; assist the potential voter in completing the application; forwards application to appropriate city, county, or township clerk.

Issues handicapped-parking permits after determining applicant's eligibility.

Compiles and prepares various reports and responds to correspondence.

Performs related work as assigned.

Additional Job Duties

Department Of State Aide E8 - 9

Participates in the training of other Department of State Aides or other new employees.

Department Of State Aide 9 (Lead Worker)

Explains work instructions to lower-level Department of State Aides and others, adapting procedures and guidelines to meet the required needs.

Directs the customer services specialists to assure traffic flow.

Coordinates the work of the unit by determining priorities and assigning work to others.

Oversees and assures the proper completion of the work by directing the adherence to established methods, procedures, and practices.

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, 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 Michigan Traffic Laws as they apply to the operation of motor vehicles.

Sufficient typing skill to complete work related forms, to enter data into and retrieve information from a computer terminal, and to prepare reports.

Knowledge of the Michigan Motor Vehicle Code as it relates to the licensing of drivers and the registration of vehicles.

Knowledge of the Michigan Manual for Uniform Traffic Control Devices.

Knowledge of Department of State policies, procedure regulations, and forms related to the licensing of drivers and the registration of vehicles.

Ability to learn and interpret the laws, rules, regulations, policies, and procedures necessary to conduct branch office activities.

Ability to explain Uniform Traffic Control Devices such as lighted controls, posted signs, and pavement markings.

Ability to interpret and explain various aspects of the Michigan Motor Vehicle Code.

Ability to use such equipment as a vision tester, a perimeter, and a camera.

Ability to communicate effectively.

Ability to make arithmetic computations rapidly and accurately.

Additional Knowledge, Skills, and Abilities

Department Of State Aide 9 (Lead Worker)

Ability to explain instructions and guidelines to others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to others.

Working Conditions

None

Physical Requirements

The job duties require an employee to bend, reach, stoop, stand and/or walk for extended periods.

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.

Department Of State Aide 9

Three years of experience equivalent to a Department of State Aide, including one year equivalent to a Department of State Aide E8.

Special Requirements, Licenses, and Certifications

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 driver's license, in accordance with agency's driving record standards.

Pursuant to the Commercial Motor Vehicle Safety Enhancement (CMVSE) Act and the requirements established by the Federal Motor Carrier Safety Administration (FMCSA), this classification 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: 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

Job Code Description

DOSADE

DEPARTMENT OF STATE AIDE

Position Title

Position Code

Pay Schedule

Dept Of State Aide-E

DOSADE

W41-003

Dept Of State Aide-A

DOSADA

W41-025

SA

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