

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

DEPARTMENT OF STATE BRANCH SUPERVISOR

JOB DESCRIPTION

Employees in this job direct a variety of activities in the Department of State field branch offices as supervisors or branch support supervisors. Work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations, and laws of this specialized field, and supervisory techniques, personnel policies, and procedures.

There are five classifications in this job. The classification level is allocated based on the complexity of the branch office, and whether the position serves as a branch supervisor or branch support supervisor.

The Civil Service approved rating system determines the complexity of the branch offices. The positions will be evaluated on a periodic basis using the Civil Service approved rating system.

Position Code Title - Dept Of State Branch Supv-1

Department Of State Branch Supervisor 9

This is the training level. The employee serves as a first-line supervisor, learning the activities in a branch office. The employee, under close supervision, works within general methods and procedures to learn proper courses of action. Well-defined methods and procedures in the form of regulations, rules, policies, etc., are provided, and the employee uses judgment in properly applying these methods and procedures to specific situations. After satisfactory completion of one year of training, the employee will be reclassified to a higher level in this class series. If the employee is not recommended for reclassification, they will be separated.

Position Code Title - Dept Of State Branch Supv-2

Department Of State Branch Supervisor 10

The employee serves as a first-line supervisor in a standard branch office or as a branch support supervisor serving as a relief Department of State Branch Supervisor. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

Position Code Title - Dept Of State Branch Supv-3

Department Of State Branch Supervisor 11

The employee serves as either a first-line supervisor in a moderately complex branch office or as a branch support supervisor serving as an assistant supervisor in a very highly complex branch office. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

Position Code Title - Dept Of State Branch Supv-4

Department Of State Branch Supervisor 12

The employee serves as a first-line supervisor directing a highly complex branch office. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

Position Code Title - Dept Of State Branch Supv-5

Department Of State Branch Supervisor 13

The employee serves as second-line supervisor directing the work of a very highly complex branch office through one or more first-line supervisors. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

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.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Supervises or assists in supervision the activities of a branch office, involving driver licensing, vehicle transactions, non-driver IDs, and permits for moving vehicles, snowmobiles, watercraft, and all-terrain vehicles.

Supervises and participates in the issuance of license plates, registration certificates, titles and title transfers, and in voter registration activities.

Supervises the business management and housekeeping activities of the office, including the preparation of the budget, balancing accounts, scheduling assignments, monitoring work flow, evaluating procedures, ordering equipment and supplies, and selecting and training employees.

Collects license fees and sales taxes.

Resolves the most difficult consumer problems and complaints.

Approves or denies applications for driver licenses in accordance with statutes and department regulations.

Explains to the public the laws and procedures relating to driver licensing, vehicle licensing, taxes, and fees.

Maintains public relations including the review and assessment of comment cards, handling customer complaints, and providing liaison with other agencies.

Participates in the implementation of Department of State procedure changes, as assigned.

Administers the most difficult driver qualification tests including written tests, road-sign tests, and vision tests.

Investigates branch office security problems including robberies and customer fraud.

Implements new departmental programs and participates in research projects.

May assist in locating office space, coordination of maintenance, building and remodeling projects and resolves landlord and contractual services problems in conjunction with the district manager.

Coordinates equipment assignments to branch offices, reviews condition of equipment, and replaces or repairs as necessary.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the areas listed is required at the 9 level and considerable knowledge is required at the 10-13 levels.

Knowledge of laws, regulations, procedures, and forms relating to driver and vehicle branch activities.

Knowledge of the principles of office management, including account keeping, requisitioning, stock maintenance, filing, correspondence, and reporting.

Knowledge of the organization and operations of the Department of State.

Knowledge of the principles of human relations.

Knowledge of public relations techniques.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment practices.

Ability to instruct, direct, and evaluate employees.

Ability to plan, schedule, and direct the work of a branch office.

Ability to maintain work standards and volume under pressure.

Ability to recommend changes in personnel and procedures to meet changing conditions.

Ability to exercise judgment in handling the most complex problems.

Ability to conduct studies, evaluate results and prepare reports.

Ability to interpret and explain laws, rules and regulations.

Ability to meet and deal effectively with officials of government, industry and the general public.

Ability to maintain favorable public relations.

Working Conditions

The employee may be required to travel or relocate.

The employee may be required to work non-traditional office hours.

Physical Requirements

None

Education

Completion of two years of college (60 semester or 90 term credits).

Experience

Department Of State Branch Supervisor 9

No specific type or amount is required.

Department Of State Branch Supervisor 10 - 12

One year of experience equivalent to a Department of State Branch Supervisor 9.

Department Of State Branch Supervisor 13

Two years of experience equivalent to a Department of State Branch Supervisor, including one year equivalent to a Department of State Branch Supervisor 10.

Alternate Education and Experience

Department Of State Branch Supervisor 9

Two years of experience as a Department of State Aide E8 or one year of experience as a Department of State Aide 9 processing work related to branch office operations may be substituted for the education and experience requirements.

OR

Completion of one year of college and one year of experience as a Department of State Aide E8 may be substituted for the education and experience requirements.

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 designation 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

DOSBRSPV

Job Code Description

DEPARTMENT OF STATE BRANCH SUPERVISOR

Position Title

Dept Of State Branch Supv-2

Dept Of State Branch Supv-1

Dept Of State Branch Supv-3

Dept Of State Branch Supv-4

Dept Of State Branch Supv-5

Position Code

DSBRSPV2

DSBRSPV1

DSBRSPV3

DSBRSPV4

DSBRSPV5

Pay Schedule

NERE-149

NERE-171

NERE-179

NERE-180

NERE-182

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01/28/2018