

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Customer Service Specialist

SERIES NO.:

2434

MAJOR AGENCIES:

Public Safety - Bureau Of Motor Vehicles Only

EFFECTIVE DATE:

8/20/2006

SERIES PURPOSE:

The purpose of the customer service specialist occupation is to provide assistance and informational services to customers, government agencies, and general public in response to requests, inquiries and/or complaints regarding issuance of all types of driver licenses and registration of motor vehicles, to administer vision, written and driving/maneuverability examinations to persons to determine their qualifications for requested driver licenses, and to process all related transactions in a full service, one-stop customer service center.

At the lowest level, incumbents provide assistance and informational services regarding registration of all classes of motor vehicles and all types of driver licenses, administer and score all vision and written examinations, administer and score all driving/maneuverability examinations, except for commercial driver licenses, and road skill testing, and process all related transactions.

At the higher level, incumbents act as lead worker over lower-level customer service specialists or administer and score pre-trip, off-road skills and road tests to customers applying for commercial driver licenses.

Note: the classification series is restricted for use in a full service, one-stop customer service center operated by the Ohio Department of Public Safety only.

CLASS TITLE

Customer Service Specialist 1

CLASS NUMBER

24341

PAY RANGE

29

EFFECTIVE

8/20/2006

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of laws, rules & signs applicable for operation of all types of motorized vehicles & Bureau of Motor Vehicles' policies & procedures governing registration of all classes of motor vehicles & issuance of all types of driver licenses in order to provide assistance & informational services regarding registration for all classes of motor vehicles & all types of driver licenses, administer & score vision & written examinations for all types of licenses, administer & score all driving/maneuverability examinations for all types of licenses, except for commercial driver licenses, & road skill testing, & to process all related transactions.

CLASS TITLE

Customer Service Specialist 2

CLASS NUMBER

24342

PAY RANGE

30

EFFECTIVE

8/20/2006

CLASS CONCEPT:

The advanced level class works under general direction & requires thorough knowledge of laws, rules & signs applicable for operation of all types of motorized vehicles & Bureau of Motor Vehicles' policies & procedures governing registration of all classes of motor vehicles & issuance of all types of driver licenses in order to act as lead worker over lower-level customer service specialists (i.e., must perform all tasks appearing in first paragraph on page 5), or administer & score pre-trip, off-road skills & road tests for commercial driver licenses.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Customer Service Specialist 1	24341	07	8/20/2006	29

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides assistance & informational services, in-person, by telephone or in writing, regarding registration of all classes of motor vehicles & issuance of all types of driver licenses to general public, customers (e.g., businesses, attorneys, victims), & governmental agencies (e.g., provides assistance to vehicle dealerships regarding issuance of motor vehicle temporary tags, applications &/or new dealers' procedures & concerns; issues driver licenses & vehicle abstracts; interprets copies of Ohio driving records & vehicle registration information; answers questions concerning abstracts; provides assistance to public & insurance companies in need of crash reports & cooperates with appropriate section to have reports printed; provides assistance & information to court officials, law enforcement agencies & general public regarding driver licenses, driver status &/or requirements for reinstatement of suspended driving privileges; provides assistance regarding salvage vehicles that are in need of inspection as required by state highway patrol in order to be titled as rebuilt salvage vehicles & be plated with Ohio tags; issues identification cards to non-drivers; processes vehicle registration information & interprets all documents given &/or received; answers questions regarding voter registration & anatomical donations; issues vehicle registrations to include new issuances, renewals, replacements & duplicates of all vehicle classes),

AND

Administers & scores vision & written examinations for all types of licenses, administers & scores driving/maneuverability examinations for all types of licenses, except for commercial driver licenses, & issues same (e.g., new issues, renewals, temporary packets, duplicates, ignition interlock & covert license) which includes verifying documents & identity of customer wishing to take examination, processing license, keying information, collecting fees, taking pictures, performing initial & final vision screening & referring customers who fail to eye doctor, & pre-trip inspection of motor vehicles to be used during driving/maneuverability examinations, evaluates license suspension to determine what course of action is required to resolve suspension, & reinstates customers' driving privileges as appropriate or explains how to obtain reinstatement of driving privileges.

Acts as cashier to accept & validate money for payment of fees as required for various transactions (e.g., operates cash register; accepts money/check, validates & forwards documents to appropriate divisions/sections; issues receipts).

Operates personal computer & other computer hardware (e.g., customer service management terminal, ATS, bull system, Honeywell, XPS) to enter, research, & retrieve data (e.g., keys orders; records fee payments, updates data records; composes letters in response to written & telephone inquiries; researches data to determine solution to questions posed; verifies status &/or requirements for reinstatement of suspended driving & registration privileges; traces Ohio plate using VIN number/social security number).

Notarizes state forms/documents as required; prepares & runs end-of-day reports; maintains records of transactions; files applications & related correspondence; answers telephone; operates various office equipment as needed (e.g., photocopier, calculator, facsimile machine); orders supplies/maintains inventory; processes refunds; troubleshoots computer equipment; receives, validates & forwards documents for titles, medical, pre-paid accounts, & returned checks & registrations; runs cash register reports; counts money; receives & sends facsimile communications.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; laws & signs applicable to operation of all motorized vehicles;* Bureau of Motor Vehicles' policies & procedures governing testing for & issuing of all types of driver licenses & issuance of registration for all classes of motor vehicles;* human/public relations/customer service; interviewing;* driver education & safety. Skill in operation of personal computer & other computer hardware;* operation of office equipment (e.g., photocopier, calculator, cash register, telephone, facsimile machine, vision testing equipment, photography equipment);* typing, data entry or word processing. Ability to read, write & speak English; calculate fractions, decimals & percentages; administer & score examinations in accordance with prescribed guidelines; handle routine & sensitive telephone & in-person contact with general public, customers & government representatives & resolve controversy with fairness; dexterity in use of hands, arms, legs & feet to operate all types of motor vehicles for which examinations are given.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes calculating fractions, decimals & percentages & in reading, writing & speaking English; 12 mos. trg. or 12 mos. exp. in office practices & procedures; 12 mos. trg. or 12 mos. exp. in human relations, public relations, or customer service that included techniques for dealing with people who are angry/disagreeable; 12 mos. trg. or 12 mos. exp. in typing, keyboard operations, data entry or word processing; successful completion of driver education & safety course; valid Ohio Class 'D' Driver License; must be 21 years of age per Section 4507.05 (A)(2)(B).

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Must maintain valid Ohio Class 'D' Driver License as required by law. Must obtain notary public certification by completion of probationary period.

UNUSUAL WORKING CONDITIONS:

Required to ride in automobiles with inexperienced drivers; exposed to dust, dirt & exhaust fumes; exposed to weather conditions when working outside; required to travel from one examination facility to another as assigned; must provide own transportation; may be required to work flexible hours.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Customer Service Specialist 2	24342	07	8/20/2006	30

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead worker over lower-level customer service specialists (i.e., opens & closes facility offices; interacts with other agencies, government officials, businesses & general public as official representative of customer service center involving routine, daily procedural matters; communicates directly with other customer service specialists regarding reassignment to other workstations to handle workload; informs supervisor of employees reporting off duty; provides work direction & training to new employees; provides immediate assistance to other workers with questions concerning issuance of driver licenses, verification of documents submitted by customer, processing transactions, & determining authenticity of documentation; keeps track of facility supplies & forms needed to process all related transactions; prepares order forms; evaluates applications for driver licenses; distributes materials to inform staff of new policies &/or procedures & keep abreast of changes in motor vehicle laws, licensing & registration guidelines, federal & state regulations; evaluates other employee's performance during administration of driving examinations, road skills tests, pre-trip inspections, motor vehicle inspections & dealings with customers face-to-face &/or over telephone; takes immediate reports of violations of work rules, office procedures &/or inappropriate behavior & reports verbally &/or in writing to supervisor upon direction);

OR

Administers pre-trip, off-road skills, & road tests to all customers applying for commercial driver licenses (CDL) which includes determining if applicant has proper paperwork (e.g., receipts for fees paid at deputy registrar; has both portions of CDL temporary permit), ensuring proper testing & endorsements were completed & passed, ensuring vision is correct for designated & desired class of CDL, ensuring registration of vehicles is recorded & verified to be valid, recording gross vehicle weight rating of each vehicle, determining whether or not vehicle complies with federal & state regulations, measuring & setting up basic control skills course to accommodate particular vehicle or vehicle configuration, & advising applicant of instructions & answering any questions prior to each examination event, records beginning & ending times of examination, & scores completed tests.

Provides assistance & informational services, in-person, by telephone or in writing, regarding registration of all classes of motor vehicles & issuance of all types of driver licenses to general public, customers (e.g., businesses, attorneys, victims), & governmental agencies (e.g., provides assistance to vehicle dealerships regarding issuance of motor vehicle temporary tags, applications &/or new dealers' procedures & concerns; issues driver licenses & vehicle abstracts; interprets copies of Ohio driving records & vehicle registration information; answers questions concerning abstracts; provides assistance to public & insurance companies in need of crash reports & cooperates with appropriate section to have reports printed; provides assistance & information to court officials, law enforcement agencies & general public regarding driver licenses, driver status &/or requirements for reinstatement of suspended driving privileges; provides assistance regarding salvage vehicles that are in need of inspection as required by state highway patrol in order to be titled as rebuilt salvage vehicles & be plated with Ohio tags; issues identification cards to non-drivers; processes vehicle registration information & interprets all documents given &/or received; answers questions regarding voter registration & anatomical donations; issues vehicle registrations to include new issuances, renewals, replacements & duplicates of all vehicle classes),

AND

Administers & scores vision & written examinations for all types of licenses, administers & scores driving/maneuverability examinations for all types of licenses, except for commercial driver licenses, & issues same (e.g., new issues, renewals, temporary packets, duplicates, ignition interlock & covert license) which includes verifying documents & identity of customer wishing to take examination, processing license, keying information, collecting fees, taking pictures, performing initial & final vision screening & referring customers who fail to eye doctor, & making pre-trip inspection of motor vehicles to be used during driving/maneuverability examinations, evaluates license suspension to determine what course of action is required to resolve suspension, & reinstates customers' driving privileges as appropriate or explains how to obtain reinstatement of driving privileges.

Acts as cashier to accept & validate money for payment of fees as required for various transactions (e.g., operates cash register; accepts money/check, validates & forwards documents to appropriate divisions/sections; issues receipts).

Operates personal computer & other computer hardware (e.g., customer service management terminal, ATS, bull system, Honeywell XPS) to enter, research, & retrieve data (e.g., keys orders; records fee payments, updates data records; composes letters in response to written & telephone inquiries; researches data to determine solution to questions posed; verifies status &/or requirements for reinstatement of suspended driving & registration privileges; traces Ohio plate using

VIN number/social security number).

Notarizes state forms/documents as required; prepares & runs end-of-day reports; maintains records of transactions; files applications & related correspondence; answers telephone; operates various office equipment as needed (e.g., photocopier, calculator, facsimile machine); orders supplies/maintains inventory; processes refunds; troubleshoots computer equipment; receives, validates & forwards documents for titles, medical, pre-paid accounts, & returned checks & registrations; runs cash register reports; counts money; receives & sends facsimile communications.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development;* office practices & procedures; laws & signs applicable to operation of all motorized vehicles; bureau of motor vehicles' policies & procedures governing testing for & issuing of all types of driver licenses & issuance of registration for all classes of motor vehicles; laws & signs applicable to operation of commercial vehicles; bureau of motor vehicles' policies & procedures governing testing for & issuing of commercial driver licenses*; human/public relations/customer service; interviewing;* driver education & safety. Skill in operation of personal computer & other computer hardware;* operation of office equipment (e.g., photocopier, calculator, cash register, telephone, paper shredder, adding machine, validator, validation seal, facsimile machine, vision testing equipment, photography equipment)*; typing, data entry or word processing. Ability to read, write & speak English; calculate fractions, decimals & percentages; administer & score examinations in accordance with prescribed guidelines; handle routine & sensitive telephone & in-person contact with general public, customers & government representatives & resolve controversy with fairness; dexterity in use of hands, arms, legs & feet to operate all types of motor vehicles for which examinations are given.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

For positions with assigned responsibility as lead worker, applicants must meet the following:

Formal education in arithmetic that includes calculating fractions, decimals & percentages & in reading, writing & speaking English; 2 yrs. trg. or 2 yrs. exp. in applying laws & signs applicable to operation of all motorized vehicles & Bureau of Motor Vehicles' rules, policies & procedures for issuing licenses & registration for all classes of motor vehicles to complete work assignments; 2 yrs. trg. or 2 yrs. exp. working in office setting providing customer service that included dealing with people who are angry/disagreeable; 12 mos.. trg. or 12 mos. exp. in typing, word processing, keyboard operations, data entry or word processing & operating personal computer; successful completion of driver education & safety course; valid Ohio Class 'D' Driver' license; must be 21 years of age per Section 4507.05(A)(2)(B).

- Or 12 mos. exp. as Customer Service Specialist 1, 24341; valid Ohio Class 'D' Driver License.

For positions with assigned responsibility for administering CDL road test examinations, applicants must meet the following:

Formal education in arithmetic that includes calculating fractions, decimals & percentages & in reading, writing & speaking English; 2 yrs. trg. or 2 yrs. exp. in applying laws & signs applicable to operation of all motorized vehicles & Bureau of Motor Vehicles' rules, policies & procedures for issuing licenses, except commercial driver's license, & registration for all classes of motor vehicles to complete work assignments; 2 yrs. trg. or 2 yrs. exp. working in office setting providing customer service that included dealing with people who are angry/disagreeable; 12 mos.. trg. or 12 mos. exp. in typing, word processing, keyboard operations, data entry or word processing & operating personal computer; successful completion of commercial driver examiner course; valid Ohio Class 'A' Commercial Driver License with all CDL endorsements per Section 4506.12 of revised code.

- Or 12 mos. exp. as Customer Service Specialist 1, 24341; successful completion of commercial driver examiner course; valid Ohio Class 'A' Commercial Driver License with all CDL endorsements per Section 4506.12 of revised code.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Employees with assigned responsibility for administering CDL road test examinations must maintain valid Ohio Class 'A' Commercial Driver License with all CDL endorsements as required by law . All employees must maintain valid Ohio Class "D" Driver License as required by law. Must obtain notary public certification by completion of probationary period.

UNUSUAL WORKING CONDITIONS:

Required to ride in automobiles and commercial vehicles with inexperienced drivers; exposed to dust, dirt & exhaust fumes; exposed to weather conditions when working outside; required to travel from one examination facility to another as assigned; must provide own transportation; may be required to work flexible hours.