

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

TRANSPORTATION CUSTOMER REPRESENTATIVE
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future transportation customer representative positions located within the central office at the Department of Transportation. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of represented positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses positions in the central office that provide a wide variety of customer service activities related to motor vehicle services programs administered by the Department of Transportation (DOT), Division of Motor Vehicles (DMV). Positions provide products and services, technical assistance and/or information on the interpretation of statutes, rules, policies and procedures to DMV employees, business partners, governmental entities, and the general public or provide specialized administrative support for related DMV programs.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which perform professional duties as defined in s. 111.81 (15), Wis. Stats., a majority of the time (more than 50%), as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which meet the definition of confidential, management, and/or supervisor as defined in s. 111.81 (7), (13), and (19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

3. Positions which, for the majority of time, perform driver licensing or vehicle registration/titling work in a field office and are more appropriately classified as DMV Field Agent, Examiner or Lead.
4. Positions which are **not** located at the Department of Transportation, Division of Motor Vehicles.
5. All other positions which do not continually require or apply specialized knowledge of motor vehicle registration and titling or driver licensing laws, regulations, policies and procedures for a majority of the time and are more appropriately described by other classification specifications.

D. Entrance Into and Progression Through This Series

Employees enter positions within this classification series by competition. Positions hired at the Transportation Customer Representative level may progress to the senior or advanced level within this classification series through reclassification. Movement to the Lead level requires competition.

II. CLASSIFICATION DEFINITIONS

TRANSPORTATION CUSTOMER REPRESENTATIVE

This is the objective level for positions that are responsible for providing general support to DMV program areas in the central office. This may also be used as an entry level for positions that have an objective level of senior or advanced. Positions have some knowledge of organizational relationships of DMV program areas as well as general knowledge of motor vehicle statutes and administrative rules relating to registration, titling, and driver licensing.

Positions at this objective level perform duties that are administrative/clerical in nature. Such duties include but are not limited to:

- scanning driver licensing and motor vehicle registration documents into the Imaging System
- maintaining files
- serving as a focal point for all incoming and outgoing correspondence in the department
- mailroom duties such as opening, sorting, and distributing specialized motor vehicle mail, researching returned or misdirected mail, auditing correspondence for correct fees, validity of documents, appropriate forms used, etc.
- resolving mixed registration plate problems
- responding to facsimiles
- keeping sufficient inventory levels and ordering of multiple specialized motor vehicle supplies including license plates, stickers, and special forms
- preparing materials for bulk mailings
- limited scope processing

Positions at this level have limited external customer contact. The majority of customers are internal to DOT. Positions at the objective level work under close, limited, or general supervision.

This is the entry level for processing and direct customer contact work where the work is performed under close or limited supervision and has been downgraded for training purposes. Positions at this level require general knowledge of motor vehicle statutes, administrative rules, policies, and procedures

relating to registration, titling, and driver licensing. Positions may perform a portion of the duties described at the senior or advanced levels.

TRANSPORTATION CUSTOMER REPRESENTATIVE SENIOR

This is the objective level for positions in the central office which provide a full range of complex information to the general public through the mail, on the phone, and/or through electronic correspondence. Positions require considerable knowledge of DMV rules and state statutes that deal with a greater variety of processes, and consider more variables than at the Transportation Customer Representative level. Positions provide vehicle or driver products and services which require extensive knowledge of one or more major program areas. Positions require the ability to analyze, problem solve, and make corrections for complex situations involving customer transactions, including specialized programs, and DMV automated systems. In addition, positions are responsible for analyzing documents and records for authenticity and accuracy and to ensure that the documents are complete. Work is performed under general supervision.

This level may be used as a developmental level for positions with an objective level of advanced. Work is performed under limited to general supervision.

TRANSPORTATION CUSTOMER REPRESENTATIVE ADVANCED

This is the objective level for positions in the central office which serve as consultants to DMV employees, business partners, governmental entities, law enforcement, courts, and the general public. Positions provide the full range of services to the most complex and multifaceted DMV programs and are responsible for independently resolving highly complicated problems requiring extensive knowledge of DMV rules, policies, procedures, state statutes, and extensive knowledge of multiple major program areas that cross program lines. Positions often require knowledge of federal and other state laws related to driver licensing and motor vehicle registration and titling. Some positions handle financial collections or commitments of significant dollar amounts. In addition, positions are responsible for final review and approval of documents for document authentication and detecting fraudulent documents.

As consultants, positions are considered the business area experts, and provide training to internal staff and external customers. Positions serve as a liaison to vendors and other third party partners. Positions serve as program experts for automated DMV systems and have significant involvement in the development, testing, and implementation of automated DMV systems. Positions require extensive knowledge of DMV computer system and subsystem business rules and relationships. Work is performed under general supervision.

TRANSPORTATION CUSTOMER REPRESENTATIVE - LEAD

Positions in this classification function as leadworkers in the central office over two or more permanent Transportation Customer Representatives by coordinating unit work activities and providing lead work direction to staff including coaching and developing individual/team members and assigning and reviewing work.

Leadworker: An employee whose permanently assigned duties include training, assisting, guiding, instruction, assigning and reviewing the work of two or more permanent full-time equivalent classified employees in the employee's work unit as assigned and documented on the work unit's organization chart. Leadworkers do not have supervisory authority as defined under s. 111.81 (19), Wis. Stats.

Positions assist in the administration of policies, procedures, Wisconsin Statutes, Administrative Codes, Federal laws and regulations that govern the program area. Positions require significant program area knowledge. Positions analyze policies, procedures, and legislation, respond to complex inquiries related to statutes, rules, policies and procedures, recommending improvements and/or changes, resolving the most complex processing issues encountered by the general work unit, representing the work unit at various meetings, developing and conducting training for internal staff and others outside of the organization, generating performance and production reports for management, assisting in the budgeting process for the work unit, participating on the review and negotiating of contracts with third parties.

A critical role at this level is to assist in the analysis and/or proposal of new legislation or administrative code by identifying, clarifying, and conducting an analysis of issues, policy, procedures, plans, operations, programs, budgets or data processing needs; and providing recommendations to management for consideration in unit and section operations, programs, or services.

Positions also serve as the unit experts on IT systems, document authentication, and overall program knowledge. Positions at this level provide conflict resolution, resolve processing or servicing program issues, and serve as a final contact person for difficult customers.

Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined on a position-by-position basis at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the skills required to perform the tasks and the knowledge required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective January 4, 2009 and announced in Bulletin OSER-0232-MRS/SC as a result of the survey of the Division of Motor Vehicles positions conducted by the Department of Transportation. These positions were previously classified as Transportation Customer Representative 1-4, 4 lead and lead.

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