

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

MOTOR VEHICLE PROGRAM SPECIALIST
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 professional positions located at the Department of Transportation, Division of Motor Vehicles (DMV). Positions allocated to this classification series perform analysis, planning, evaluation, coordination, training, and management related to motor vehicle programs. This classification specification is not intended to identify every duty, which may be assigned to positions but is intended 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 representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses professional positions located at the Department of Transportation, Division of Motor Vehicles, which perform analysis, planning, evaluation, coordination, training, and management of motor vehicle programs. Positions within this classification series participate in and conduct research and analysis relating to bureau, division, and agency policy issues for consideration in bureau, division, and agency policies, planning, budgeting, and legislation; participate in and conduct assessment of the impact, efficiency, and effectiveness of bureau, division, and agency programs to evaluate functions and consider reduction, elimination, expansion, or changing goals of programs; participate in and coordinate the development, maintenance, and implementation of division programs to ensure they are designed consistent with statutory requirements and legislative intent; provide analytical support to the Division through recommendations and development of research techniques; identify problems, research solutions, and provide recommendations on the appropriateness of addressing the problem or program implementation through rule or legislation; providing liaison services within the division and/or with other divisions, departments, industry groups, professional organizations, and the legislature on division policies, programs, and legislative proposals. Positions allocated to this classification series must meet the definition of professional employe, as defined in s. 111.81(15), Wis. Stats.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which do not meet the statutory definition of professional employee, as defined in s. 111.81(15), Wis. Stats.
2. Positions which meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.
3. Positions which meet the statutory definition of management, as defined in s. 111.81(13), Wis. Stats.
4. Positions which perform transportation customer representative work in the DMV involving specialized clerical processing and assistance in driver licensing and motor vehicle registration and licensing.
5. Positions which perform transportation customer representative work in the DMV involving specialized public service and registration counter work at one of the field station locations throughout the State, including driver licensing, driver examination, motor vehicle registration and licensing, identification card, driving tests, and driver improvement work.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Classification Series

Entrance into this classification series is by competition which can include transfer, promotion, or demotion. Progression to the objective level (Motor Vehicle Program Specialist – Senior) is typically through reclassification, as the employee satisfactorily attains the specified training, education, or experience. Progression to the Motor Vehicle Program Specialist - Advanced level may occur through reclassification or competition.

E. Classification Factors

Individual position allocations will be based on the following factors:

Factor 1 – Scope and Impact of Work:

- a. Scope (range or extent) of the goals and accomplishments; and
- b. Impact of the work both internal and external to the work unit.

Factor 2 – Complexity of Work:

- a. Nature of the work;
- b. Difficulty in deciding what needs to be done;
- c. Level of discretion granted in decision making; and

- d. Difficulty in performing the work.

Factor 3 – Contacts:

- a. Nature of the Contact; and
- b. Purpose of the Contact

Factor 4 – Knowledge and Skill

- a. See definition of terms used in this classification specification in section F below.

F. Definition of Terms Used in This Classification Specification

Developmental level – An intermediate progression level in a classification series between the entry and objective levels. At a developmental level, the employee is given progressively more complex assignments and/or receives decreasing levels of supervision compared to the entry level. This process enables the employee to develop the competence necessary to function at full performance at the objective level.

Full performance level – The level of performance in a position at which the employee demonstrates the expected degree of skill or competence in the satisfactory completion of the duties and responsibilities expected to be assigned to the position. “Full performance level” is distinguished from the “objective level” or “advanced level” in that the former deals primarily with the expected level of performance while the latter deals primarily with the duties and responsibilities of the position. Consequently, full performance is used as a modifier for the terms “objective level” or advanced level.”

Guideline – Information communicated in written or oral form which provides the context in which the work is to be accomplished or imposes constraints on what work is done and in what manner. Guidelines may include: manuals; established procedures, precedents, policies and regulations; judicial decisions; traditional and professional practices; and reference materials.

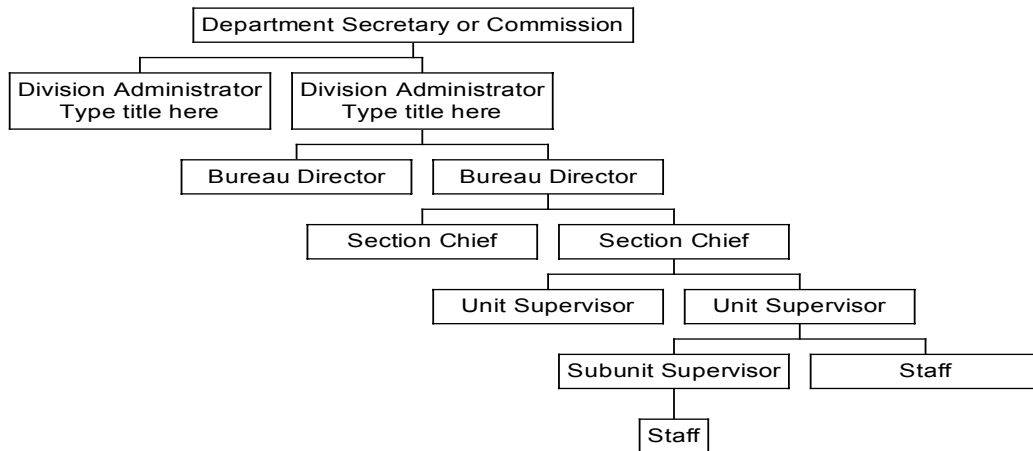
Knowledge, Depth of – (1) Some Knowledge – implies familiarity only with the elementary principles and terminology of the subject or subjects indicated to effectively communicate with subject matter specialists; (2) Working Knowledge – implies sufficient knowledge of the subject to enable the employee to work effectively in a limited range of work situations. (3) Considerable Knowledge – implies enough knowledge of the subject to enable the employee to work effectively in a wide range of work situations and with little direct supervision. (4) Extensive Knowledge – implies an advanced knowledge of the subject matter so as to permit solution of unusually difficult work problems or issues, advising on technical questions and planning methods for resolving these problems or issues. (5) Thorough Knowledge – implies an unusually specialized in-depth knowledge and means that work calls for an almost complete mastery of the subject. It is used rarely and only for especially advanced positions.

Leadworker – A position whose assigned duties include training, assisting, guiding, instructing, and assigning and reviewing the work of two or more employees in the work unit. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

Objective Level – The classification level which any employee in any position allocated to that classification series can reasonably expect to achieve. That maximum class level is then determined to be the objective level for all positions with similar duties and responsibilities, in

that series, within the employing unit. Objective level employees perform the full range of job duties assigned to that position type, under general supervision.

Organizational level – The place in the organizational hierarchy, starting from the agency head, at the agency which the position is found. In this classification specification, the following model of organizational structure is used to define the terms “Bureau Director,” “Section Chief,” “Unit Supervisor,” etc.



Planning/Plan – The process of developing a specification for a future state and the processes or means necessary to achieve it. Planning involves choosing or prioritizing goals, identifying and developing alternative courses of action as means to achieve these goals, and selecting or recommending the optimum course based on systematic comparison of the efficiency or effectiveness of the alternatives. A plan is the formal specification of the future state and the means to achieve it.

Policy – A broad guideline or framework within which decisions are made regarding the distribution of program resources or benefits. Policy controls the nature of program outputs by defining what will be done, for whom it will be done, and the priorities to be applied to specific program objectives.

Policy Analysis – The systematic study of an issue, problem, or decision situation requiring policy action designed to provide decision-makers with the information on the costs, benefits, or consequences of alternative courses of action or decisions needed in order to formulate policy. Typically, policy analysis involves defining the decision-maker’s objectives, developing or clarifying alternative means to those objectives, assessing the impacts of alternatives by developing a model that projects their consequences, the establishment of criteria to rank the alternatives in order of desirability or priority, and the recommendation of the appropriate alternative to the policy-maker.

Priority – The relative importance of a goal or objective in relation to others, which controls the timing and amount of resources (e.g., staff time) to be expended to achieve the goal or objective.

Procedure – The specific steps, rules, or methods followed in order to accomplish program objectives or implement policies.

Program – An ongoing set of coordinated activities carried out by a number of people, aimed at providing a specific service or benefit to a specific group, organization or group of organizations.

A program typically has a unique set of policies, regulations, or procedures, a unique set of activities to be performed in providing the service or achieving the program's goals, and a unique set of persons specializing in carrying these out. A program involves a variety of specific projects or functions coordinated to achieve program objectives.

Program Evaluation – The systematic examination of an existing program or policy for the purpose of determining its effectiveness or efficiency in achieving its goal, by developing and applying quantitative measures of costs and/or benefits, to provide decision-makers with recommendations for the continuation, modification, or discontinuation of the program or underlying policy. Program compliance checks for compliance with the program's laws, rules, and regulations only, without making recommendations for improvement. Program compliance activities are less complex than program evaluation activities. Positions which spend the majority their time performing program compliance are excluded from the Motor Vehicle Program Specialist classification series.

Program Planning – The process of developing a specification of what a particular program will accomplish in the future and the courses of action that will be pursued to achieve those goals. To be complete in scope, program planning must involve defining program goals, developing and prioritizing specific objectives, developing alternative program designs or courses of action to achieve these objectives, and recommending appropriate priorities and alternatives to program administrators. Program planning which focuses on developing the specific processes, procedures, or operations necessary to implement overall program plans is called implementation planning. Implementation planning typically takes the overall design of the program as given, covers a shorter period of time, and is concerned with detailing specific parts of the overall design.

Project – A coordinated set of analytic activities aimed at reaching a conclusion, recommendation or decision on a specific question, problem, or issue. Projects do not continue indefinitely, but are expect to end in the foreseeable future when the conclusion, etc. is reached. A project differs from a program in that it has narrower scope, is situational in focus, and is temporary in duration.

Project Leader - A position that leads the work of other positions on a temporary ad hoc basis by assigning, coordinating and reviewing the work of two or more employees in the work unit. Project leaders differ from leadworkers in the temporary nature of the lead assignment. Leadworkers are permanently assigned responsibility for leading the work of other positions and perform such duties on an ongoing basis.

Research – The process of defining a set of measurable variables, establishing their level, and specifying their interrelationships, for the purpose of understanding or explaining a particular phenomenon or predicting future states of affairs.

G. How to Use this Classification Specification

This classification specification is used to classify professional positions as described under Section I.B. In most instances, positions included in this classification series will be clearly identified by one of the classification definitions which follow Section II, below. However, a position may evolve or be created which is not specifically defined by one of the classification definitions. In classifying those positions, it would be necessary to compare them to the classification definitions based on the factors described in Section E of the classification specification.

II. DEFINITIONS

MOTOR VEHICLE PROGRAM SPECIALIST

This is entry level Motor Vehicle Program Specialist work. Positions at this level perform policy and procedure review which contribute to the Division's legislative and rule program and policy formulation, with an emphasis on operating procedures; participate in the research and narrowly defined analysis of issues for consideration in bureau policies, planning, budgeting, and legislation; participate in coordination, preparation, and presentation of program training; participate in assessing the impact, efficiency, and effectiveness of bureau programs to eliminate unnecessary functions, and consider reduction, elimination, expansion, or changing goals of programs; developing and maintaining manuals, guides, and processing aids; and participate in the development, maintenance, and implementation of the Division's programs to ensure they are designed with statutory requirements and legislative intent. Positions at this level perform some elements of program analysis, planning, evaluation, coordination, and management related to a broad/major DMV program area such as vehicle registration and licensing or all elements related to a narrow DMV program area. Positions at this level function under close supervision.

The employee is expected to make specific recommendations or suggestions regarding the specific project/program for which he/she is held accountable. Work is reviewed regularly. Positions at this level interact typically with co-workers in the same work unit, bureau, or agency. Employees may interact with individuals outside the agency, but these contacts are very structured, with supervisory oversight, and are for the purpose of explaining current policies, procedures, and/or rules to help resolve complaints and questions regarding division policies and procedures, and to solicit information.

MOTOR VEHICLE PROGRAM SPECIALIST – SENIOR

This is an entry, developmental, and objective level for positions that perform Motor Vehicle Program Specialist work. Work is performed under limited progressing to general supervision. Most Motor Vehicle Program Specialist positions will attain this objective level.

Positions allocated to this classification as an entry level are considered in training to perform most elements of program analysis, planning, evaluation, coordination, and management related to a broad/major DMV program area, or to serve as the primary expert in a specific program area for which he/she will be held accountable. Positions at this level differ from the Motor Vehicle Program Specialist level in that project, policy analysis, or program responsibilities have significant statewide impact affecting the planning policies, statutory requirements, and management of the Division. Positions at this level make recommendations for the goals and priorities, and timetables are established within guidelines, instructions, and work schedules. Work is performed under limited supervision and is reviewed for accomplishment of objectives. Positions at this level interact with individuals outside the agency, but these contacts are moderately unstructured for the purpose of discussing ideas; participating in a project team to evaluate, review, and/or develop policies and procedures; interpreting motor vehicle statutes and related laws and rules; and responding to questions regarding division policies and procedures.

Positions allocated to this level as a developmental level differ from positions in lower levels in that work involves analyzing problems with many diverse and conflicting issues; applying and interpreting statutes, division and agency goals, and legal opinions; and developing, evaluating, and justifying alternative courses of action. A great deal of work is performed as a member of a project team requiring extensive teamwork, group decision-making techniques, and communication skills. Study approach and methodology are determined by the individual in consultation with his/her supervisor and frequently involves evaluation techniques or approaches to implementation. Work is performed under general supervision. Positions at this level have occasional contacts with members of the news media, civic

leaders, local government officials, and staff from other agencies. In addition to the purpose of contacts at the lower level, positions at this level investigate complaints and controversial issues.

Positions allocated to this level as an objective level differ from lower level positions in that the work involves the performance of all elements of program analysis, planning, evaluation, coordination, and management related to a broad/major DMV program area. Employees at this level also serve as the primary expert in a specific program area for which he/she is held accountable. Positions at this level have contacts with top agency management, legislative leaders, public and private transportation managers, financial and business management, federal, state, and local law enforcement management, civic and community organization leaders, local governmental officials, news media, and division administrators and secretaries of other state agencies. Contacts at this level are less frequent and less controversial than at the higher level. Positions at this level must have extensive knowledge of public policy making, management techniques, etc., as well as DMV programs, policies, and statutes. Work assignments involve original research and analysis of issues/problems involving many poorly defined and conflicting issues. Study approach and methodology is determined by the individual. The individual makes critical decisions where there is a lack of clear guidelines and standards. Extensive leadership, teamwork, group decision-making techniques, and communication skills are required, since work is performed as a leader of a team project. Positions at this level function under general supervision.

In order to be appropriately classified at this level, positions must spend a majority of their time on professional Motor Vehicle Program Specialist – Journey duties which are similar in scope, impact, and complexity as the representative allocations identified at this classification level.

Representative Positions:

Policy Analyst: Objective level for positions responsible for conducting analyses of major issues for consideration in division and agency policies, plans, programs, budgets, data processing program planning, and procurement plans and special projects. Positions assist in the development, analysis and management of a major division subprogram to provide the most cost effective and efficient methods of operating the Division's programs. Positions at this level are responsible for leading, coordinating, and/or conducting special bureau-wide projects such as space planning, staffing analysis, quality improvement projects, public outreach, and agent and third party project management.

Motor Vehicle Program Expert: Positions allocated to this level function as the primary expert in a specific program area, serving as the agency's expert on a local, state, and national level. As a representative of the agency in this program area, the employee participates in the research, planning, implementation, and monitoring of both short and long-range plans and programs, including the identification of program problems or inefficiencies and recommendations of means for improvement. Positions are responsible for planning, budgeting, fiscal estimates, and legislation related to their assigned program area(s). May also act as a Business Area Expert in redesign activities to develop business rules used in applications, new system testing, and implementation. May chair major policy development committees for the division or department related to their area(s) of expertise.

Training Representative and/or Quality Improvement Coordinator: Positions allocated to this level serve as a training representative or quality coordinator for a Bureau's operations and quality improvement processes. Positions are responsible for surveying training needs, developing programs, conducting training, and evaluating effectiveness. Positions may lead quality planning and initiatives focusing on customer requirements, employee surveys, performance measures, and process reviews. Individuals must resolve varied and complex questions and problems from the Bureau and act as a clearinghouse and technical expert. Positions in this allocation also perform many duties identified in the policy analyst and program expert allocations above.

MOTOR VEHICLE PROGRAM SPECIALIST – ADVANCED

This is advanced-level Motor Vehicle Program Specialist work involving the analysis, development, implementation and evaluation of the most complex and controversial major policy issues and problems that cross bureau, divisional, and agency lines. A very limited number of Motor Vehicle Program Specialist positions reach this level.

Positions at this level differ from lower level MVPS positions in that the specialist is responsible for developing policies for the most complex program areas such as: (1) the legislative program for a bureau for which he/she is held accountable including having responsibility for initiating development of modifications to rules, statutes, or programs, which result in effective programmatic ends; **OR** (2) the specialist is responsible for leading the research and analysis of a broad range of division-wide issues and projects to resolve broad and/or critical DMV problems concerning policies, programs, regulations, standards, or other special assignments of comparable breadth and originality which includes establishing long-range goals, allocating resources to meet those goals, formulating a budget and recommending operational procedures for carrying out program's goals and objectives including analyzing and coordinating the bureau's operating budget; **OR** (3) the specialist is responsible for planning and program management of a major DMV program which substantially contributes to the promotion of DMV programs and the elimination of problems and issues by providing definitive interpretation of DMV laws, rules, policies or procedures where the advice, conclusions and work directly impacts upon major segments of the total DMV program and has statewide interest and impact. A major program is defined as a group of programs organizationally structured under the management of a section chief or bureau director. The work performed encompasses the range of programs organizationally under this section or bureau and crosses bureau, divisional, and agency lines.

At this level the specialist exercises a great deal of independent judgment and discretion in defining objectives and priorities. The specialist has regular contact with agency top management, legislative leaders and key legislative staff, public and private transportation managers, local units of government and the news media for the purpose of discussing ideas, forming project teams to evaluate, review and develop policies and procedures, resolve complaints and questions regarding DMV policies and procedures, and defend, negotiate and settle controversial issues. The nature of the contacts are frequently adversarial in nature, involve situation where precedence is lacking, and where departmental or division management direction may be very broad or general. Handling these situations requires a broad, but in-depth understanding of a variety of programs in the bureau and division. Work is performed under general supervision.

In order to be appropriately classified at this level, positions must spend a majority of their time on professional Motor Vehicle Program Specialist – Advanced duties which are similar in scope, impact, and complexity as the representative positions identified at this classification level.

Representative Positions:

Motor Vehicle Legislative Liaison: Manages the legislative and administrative rules programs for a Bureau. Manages short and long term planning efforts related to the programs at the state and federal level. Performs highly specialized analysis of major issues for DOT/DMV policies, plans, programs, legislation and administrative rules related to division programs. Provides liaison between Division, Secretary's Office and Legislators. Represents the Division on the Legislative Committee. Negotiates with legislators on legislative issues. Represents the Department in legislative hearings, including providing testimony. There is a limitation of one position per bureau under this allocation.

Bureau Policy and Budget Analyst: Conducts research and analysis relating to major Division and Department policy issues for consideration in Division and Department policies, planning, budgeting, and administrative rules. Chair and serve on major policy development committees for bureau, division or department team projects relating to significant motor vehicle and highway safety issues. Provides analytical support and coordination for the management of the legislative program for the Bureau. Identify problems and issues which impact the driver licensing program or require DOT action related to driver licensing. Analyze bills which have potential impact on major motor vehicle programs such as the driver licensing programs. Prepare issue papers or discussion papers related to needs identified in the biennial budget process. Coordinate and provide analysis for the Bureau's operating budget processes, making recommendations on reallocation of funding and elimination of planned expenditures as needed. There is a limitation of one position per bureau under this allocation.

III. QUALIFICATIONS

The qualifications required for these positions will be determined 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(s) which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective January 23, 1990, and announced in Bulletin CC-221, in order to describe positions located at the Department of Transportation, Division of Motor Vehicles, which perform professional work related to motor vehicle programs. This classification was modified effective March 12, 2000, and announced in Bulletin CLR/SC-109, in order to reflect the abolishment of the Motor Vehicle Program Specialist 6 and Motor Vehicle Program Specialist 6-Management classifications.

This classification series was collapsed and created effective May 18, 2003 and announced in Bulletin MRS/SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study. The classification titles were modified effective July 13, 2003 and announced in Bulletin MRS-SC-164 to change the MVPS – Journey to MVPS – Senior and MVPS – Senior to MVPS – Advanced.

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