

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

DMV CUSTOMER SERVICE 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 motor vehicle customer service representative positions located within the field offices of the Department of Transportation, Division of Motor Vehicles. 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 that provide a wide variety of customer service activities in field offices related to motor vehicle services programs administered by the Department of Transportation (DOT), Division of Motor Vehicles (DMV). Positions are involved in a wide variety of customer service and processing at public service counters, to include the issuance, withdrawal, denial or reinstatement of a product or service, including the establishment of identity and residency, associated with motor vehicle and/or driver programs. Advanced level positions also conduct various driving skills tests for all classes of driver licenses. Lead positions assist the supervisor in the day to day operation of the unit/ section. Positions provide 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.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions that perform professional duties as defined in s. 111.81 (15), Wis. Stats., for a majority of the time (more than 50%) that include the full scope and accountability of a

complex program area, 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 motor vehicle/driver licensing customer service activities in the central office and are more appropriately classified as Transportation Customer Representative.
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, policy and procedure 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 filled at the DMV Customer Service Representative level may progress to the senior and/or advanced level within this classification series through reclassification once it can be demonstrated that the position spends a majority of their time on duties identified at the higher level. Movement to the Lead level requires competition.

II. CLASSIFICATION DEFINITIONS

DMV CUSTOMER SERVICE REPRESENTATIVE

Entry Level

This is the entry level for positions at a field office location which have an objective level of DMV Customer Service Representative Senior or Advanced which provide routine to complex services and processing for the driver license and/or vehicle registration/titling programs. Positions are responsible for cash handling and financial reconciliation. Work involves the confirmation of identity and residency of customers including document authentication. Work is performed under close progressing to limited supervision. Employees will complete training programs at this level for both vehicle and driver programs and may begin training in drivers license examining.

Objective Level

This is the objective level for positions at a field office location which provide routine services and processing for both the driver license and vehicle registration/titling programs such as issuing renewal products, updating information, providing information, forms and assistance to the public regarding the program requirements and/or procedures, and provide assistance in the completion of forms for driver licensing, identification, and vehicle registration/titling. Work is performed under general supervision.

DMV CUSTOMER SERVICE REPRESENTATIVE - SENIOR**Objective Level**

This is the objective level for positions at a full service field office location, involving extensive, often confrontational, face-to-face contact, which provide information and assistance to the public regarding requirements and procedures for driver licensing, vehicle registration and titling, and identification cards. Positions perform the full range of complex product issuance and information services for motor vehicle programs with the exception of conducting driver license road tests. In addition to the duties performed at the DMV Customer Service Representative level, positions at this level must be able to service and process the full range of Commercial Driver License transactions, prepare/issue the full range of registration products for both large and small vehicles, represent the DMV to groups outside the agency, handle the most complex legal presence issues, and provide technical assistance and/or training in licensing and registration services and processes to other staff. Positions may be assigned to travel teams. Work is performed under general supervision.

Developmental Level

This is the developmental level for positions at a field office location as described in the objective level. Positions in this allocation perform the full range of complex product issuance and information services for motor vehicle programs described at the objective level, and also learn to conduct road tests for issuance of regular operator (Class D) and motorcycle (Class M) driver's licenses. Positions may be assigned to travel teams. Work is performed under general supervision.

DMV CUSTOMER SERVICE REPRESENTATIVE - ADVANCED

This is the objective level for positions at a field office location that are responsible for providing the full range of product issuance and information services and activities described at the Senior level and are fully trained and able to perform all driver license examination activities, including road tests of regular operator (Class D) and motorcycle (Class M) licenses; Commercial A, B, and C licenses; special examinations such as limited area access, disabled drivers, re-examinations, and special vehicle needs examinations, including the review of medical documentation. Positions also conduct vehicle inspections for safe operating conditions. Work is performed under general supervision.

DMV CUSTOMER SERVICE REPRESENTATIVE LEAD

This is advanced level lead work for positions at a field office location which provide guidance, direction and on-the-job training to employees; prepare, coordinate and determine employee work assignments and schedules and oversee the administrative activities of customer service, application processing, cash handling, financial reconciliation, and record keeping. Positions serve as the point of contact for employees having difficulty with customers and provide conflict resolution. Positions make final determinations on document authenticity. Positions generate and review performance and production reports. These positions are also responsible for serving as the hearing examiner in OWI (operating while intoxicated) Administrative Suspension hearings. In this capacity, positions must solely determine the reliability of evidence submitted and make a decision regarding the customer's appeal based on written information and testimony presented. Positions assist the supervisor in the implementation of federal mandates. 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 February 10, 2013 and announced in Bulletin OSER-0320-MRS/SC as a result of the study of Division of Motor Vehicles positions conducted by the Department of Transportation to better meet program needs resulting from statutory changes. These positions were previously classified as DMV Field Agent, Advanced, Examiner and Lead.

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