

**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 positions which serve as DMV Customer Service Representatives within the Department of Transportation, Division of Motor Vehicles. This classification specification is not intended to identify every duty which may be assigned to positions allocated to this classification series 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; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses positions which serve as DMV Customer Service Representatives (CSR) within the Department of Transportation, Division of Motor Vehicles. Positions provide services in DMV programs in regional offices or within a central office for single or multiple program areas. 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 these classifications are the following types of positions:

1. Positions which meet the statutory definition of management or supervisor, as defined in s. 111.81(13) or (19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission
2. Positions not located in the Department of Transportation, Division of Motor Vehicles.
3. Professional positions that perform analysis, planning, evaluation, coordination, training, and management of motor vehicle programs and are more appropriately classified as Motor Vehicle Program Specialists.

4. Positions which spend a majority of a time on shipping and mailing activities, including weighing, packaging, delivering mail, consulting with clients and customers, interpreting postal rules/regulations, operating mail processing equipment and software, or other similar activities, and are more appropriate classified within the Shipping and Mailing Associate classification series.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through this Classification

Entrance into this classification series is by competition. Progression to the advanced and specialist objective level is through reclassification, as the employee satisfactorily attains the specified training, education, or experience. Movement to the specialist level is through competition except a specialist level position that has been downgraded for training purposes and competitively filled, may be reclassified when the employee has satisfactorily attained the specified training, education, or experience. Movement to the lead level requires competition.

II. DEFINITION

DMV CUSTOMER SERVICE REPRESENTATIVE ENTRY

This is the level for any position within the series that will have a limited scope of assignment. This includes, but is not limited to, positions that work in Correspondence Processing or the License Plate and Postal Room. Positions at this level perform one or more DMV administrative support functions such as: utilizing flow software to facilitate document processing; scanning and document management software; working with third party vendors on license plate sales; inventory and distribution of license plates provided by Badger State Industries; and coordination of payment processing through a third party vendor. Positions may also provide correspondence support to other state agencies within the Hill Farms office complex which includes the processing of mail and deliveries, to include receipt of signatures, and could include the reconciliation of bank deposits associated with product issuance and purchases. Work is well-defined and decision-making is generally limited to more routine process-oriented decisions.

DMV CUSTOMER SERVICE REPRESENTATIVE

This is the entry level for positions in the field offices which have an objective level of DMV CSR Advanced or Specialist 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. Positions will be in training for all program areas. Positions may also be entry level driver's license examiners which eventually reach the specialist level.

This is the entry or developmental level for positions in the central office with an objective level of advanced. Work performed is similar to that found at the higher level but is limited in scope and may not cover the full range of duties and responsibilities expected of a fully trained representative serving as the final point of contact.

This is the objective level for positions in the central office that have limited external customer contact. The majority of customers are internal to DOT and work performed includes processing tasks received, and distributed, through a vendor produced interactive database that blends document storage and workflow (i.e., routing, processing, and approving) for the positions of this level to verify that the submissions and forms are accurate and, if not, to make corrections and adjustments as needed. This may also be an objective

level for a functional area where a position is expected to know less than the full range of product and service issuance items typically expected of the unit/office/region.

DMV CUSTOMER SERVICE REPRESENTATIVE – ADVANCED

This is the objective level for positions in the field offices that provide the full range of product issuance and information services to customers, in-person, or through electronic processing. Positions do both drivers license and identification card issuance as well as vehicle titles and registrations. In addition, positions at this level are fully trained in legal presence, fraud detection, identify theft, human trafficking, title jumping, etc.

This is the developmental level for positions in the field offices that are assigned in the training program to perform driver's license examination activities defined at the specialist level.

This is the objective level for positions in the central office that perform advanced level work and serve as consultants to other 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.

Positions at the advanced level perform training and quality assurance checks of other staff, test electronic systems and programs and offer suggestions for process improvements in workflow.

DMV CUSTOMER SERVICE REPRESENTATIVE – SPECIALIST

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 Advanced level and are fully trained and able to perform all driver license examination activities, including road tests of regular operator (Class D) and 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.

DMV CUSTOMER SERVICE REPRESENTATIVE – LEAD

This is a leadworker level for positions in a field office or central office that are formally assigned to lead the work of several permanent DMV CSR's by coordinating unit work activities and direction to staff including coaching and developing individual/team members and assigning and reviewing work. Positions assist in the administration of policies, procedures, Wisconsin Statutes, Administrative Codes, Federal laws and regulations that govern the programs assigned. 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, and resolving the most complex processing issues encountered by the unit.

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. Positions make final determinations on document authenticity. Positions generate and review performance and production reports. Positions assist the supervisor in the implementation of federal mandates.

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 which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

The classification was created effective May 23, 2021 and announced in Bulletin DPM-0548-CCSC to consolidate functions previously separated into two different classifications to meet the needs of the DMV and better define how work is assigned; the abolished classifications were the Transportation Customer Representative classification series and the prior version of DMV Customer Service Representative classification series.

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