

Classified Service Public Hearing Notice # 256

Date of Meeting: Tuesday, December 2, 2014

Date Notice Posted: Tuesday, November 25, 2014

DEPARTMENT OF ADMINISTRATION

One Capitol Hill

Providence, Rhode Island

Notice of Public Hearing to Consider Changes to Classified Service Classification and Pay Plan

On Tuesday, December 2, 2014 at 9:00 A.M., Conference Room A, Second Floor, William E. Powers Building (Department of Administration), One Capitol Hill, Providence, Rhode Island 02908-5890, the Director of the Department of Administration Steven T. Hartford will hold a public hearing in accordance with the provisions of Sections 36-3-3 (17), 36-4-10 and 36-4-15 of the RI General Laws of 1956, as amended, to consider revisions to the Classified Service Classification and Pay Plan. The changes are:

• Proposed New Classes of Position (1):

1. Customer Service Representative III (DMV)

• Proposed Language Content and Pay Grade Changes Only (2):

2. Supervisor of Branch Office Services (Motor Vehicles)

3. Supervisor, Motor Vehicle Customer Services

It is the purpose of this hearing to invite comment from all parties on the proposed changes to the Classified Service Classification and Pay Plan as identified above.

**Steven T. Hartford
Director
Department of Administration**

Any individual requiring reasonable accommodation in order to effectively participate in this public hearing should contact Thomas Mannock, Ph.D. at (401) 222-6377 (voice) or #711 (R.I. Relay) at least three business days prior to the meeting.

ITEMS FOR CONSIDERATION

Agenda Item #1: Proposed New Class of Position

“Customer Service Representative III (DMV)” proposed pay grade G-321A (current range: \$41,172 - \$46,302) Council 94. The classification will be in a 35 hour standard workweek. The proposed effective date is Sunday, June 28, 2015.

Agenda Item #2: Proposed Language Content and Pay Grade Change only

“Supervisor of Branch Office Services (Motor Vehicles)”. From current pay grade G-3322A (current range \$40,451 - \$46,171) to proposed pay grade G-3325A (current range \$44,626 - \$51,745), LIUNA, Local 808. The proposed effective date is Sunday, June 28, 2015.

Agenda Item #3: Proposed Language Content and Pay Grade Change only

“Supervisor, Motor Vehicle Customer Services”. From current pay grade G-3324A (current range \$43,142 - \$49,856) to proposed pay grade G-3327A (current range \$49,856 - \$56,073), LIUNA, Local 808. The proposed effective date is Sunday, June 28, 2015.

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**CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE III
(DMV)**

Class Code:

Pay Grade: 21

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: In the main office or a branch office of the Division of Motor Vehicles and at the highest level of expertise, to be responsible for reviewing and processing applications for registrations, titles, and licenses using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transactions, and to maintain simple records thereof; provide courteous assistance and authoritative information to the public with registry problems and advise the public on problem resolution; serve as a lead employee to monitor the work to ensure standardization of processing within an assigned area; and to do related work as required.

SUPERVISION RECEIVED:. Works independently under the general supervision of a superior from whom assignments are received; work is subject to review upon completion to ensure conformance to the laws, regulations and procedures pertaining to the various registry transactions.

SUPERVISION EXERCISED: Periodically will be called on to lead, mentor and/or assist in the training of Customer Service Representatives and other personnel and provide instruction to new employees in training.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In the main office or a branch office of the Division of Motor Vehicles and at the highest level of expertise, to be responsible for reviewing and processing applications for registrations, titles, and licenses using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transactions, and to maintain simple records thereof; provide courteous assistance and authoritative information to the public with registry problems and advise the public on problem resolution; serve as a lead employee to monitor the work to ensure standardization of processing within an assigned area.

As assigned, to serve as a member of a project team to work closely with vendors, Administration, staff and/or other related parties to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to provide training; and to perform other related project tasks.

To serve as a lead worker in the Main Registry or Branch Office, reviewing and processing applications for registrations, titles, and licenses using of a computerized automobile registration system.

To serve as a lead worker to assist in other registry functions by

servicing at an information booth, researching and verifying information provided by the public to insure that all requirements have been complied with, for the issuing of permits and an operator's license(s), conducting and scoring an eye test machine, operating an I.D. photo.

To review various documents such as certificates of title, bills of sale, proof of insurance and vehicle identification, wills, power of attorney, driver's licenses, birth certificates, passports, court documents, alien registrations and registration, inspection and insurance cards to determine validity, authenticity, accuracy, completeness and eligibility;

To interpret and explain applicable state and federal motor vehicle laws, rules, regulations, policies and procedures to the public, attorneys, lien and insurance companies, municipalities, court and law enforcement staff, automobile dealers and other states;

To provide technical assistance to the public to receive taxes, fees and other monies pertaining to motor vehicle transactions and to maintain simple records thereof.

To intercede in the most complex transactions in the resolution of customer complaints/problems.

To assist the public with the requirements for residency, mandatory insurance and federally mandated social security information.

To be responsible for registering the public to vote in accordance with the Federal Motor Voter Law.

To review and approve submitted forms for the approval of Motor Vehicle Operator licenses, RI Identification cards, and/or driver

permits for completeness and accuracy of preparation and to collect appropriate fees.

To review, approve or reject complex transactions.

To check and verify compliance with the required certificate of title law for all new vehicles for completeness and accuracy of preparation and to record and charge fees for same.

To review all registry forms including tax forms for completeness and accuracy of preparation in order to issue registration plates or tags for motor vehicles.

To explain the requirements for and to assist the public in collecting payment of the sales tax and/or fees for the appropriate document being processed and to officially validate and issue same.

To explain the requirements of and to provide assistance to the public on participation in the organ donor program.

To be responsible on a regular basis for sorting and counting currency, coins and checks and to be accountable for totaling all taxes, fees and other monies received.

To maintain accurate daily entries of registration and license as it relates to overrides/audit information.

To provide training to new employees, refresher training and instruct employees in new or revised laws, rules, regulations, policies, and procedures.

To prepare required reports, memorandum and correspondences;

To provide quality customer service in a professional, efficient and courteous manner in person, on the phone, and through office staff.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough working knowledge of and the ability to interpret and rapidly recall the guidelines and procedures by which the motor vehicle statues are applied towards the registration of motor vehicles and licensing of motor vehicle operators; a thorough knowledge of tax laws, regulations and procedures pertaining to the various registrations, titles, and licenses and are interpreted with consistency and equity for all the public; the ability to apply such guidelines in the context of a computerized automobile registration system involving the operation of a direct entry computer terminal; the ability and judgment to insure that the procedures and practices applicable to the receipt of monies have been followed; the ability to monitor the work flow of a unit to ensure uniformity and standardization; the ability to deal courteously with the public including under stressful situations; the ability to provide quality customer service to the public with firmness and tact; the ability to perform simple mathematical calculations; the ability to operate routine office machines; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: A minimum of 2 ½ years or 30 months of employment as a Customer Service Representative II at the Division of Motor Vehicles and successful completion of the Cross-Training DMV Program which includes proficiency in core tasks and main functions of the registration, title, and licensing units as evaluated by an assigned supervisor.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created:

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**CLASS TITLE: SUPERVISOR OF BRANCH OFFICE SERVICES
(MOTOR VEHICLES)**

Class Code: 02414300

Pay Grade: 25A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To act as a working supervisor and be responsible for the work of subordinates engaged in processing applications for licenses to operate motor vehicles and registrations of motor vehicles in a satellite office; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom work assignments and instructions are received;

work is occasionally reviewed upon completion for conformance to provisions of pertinent laws and regulations.

SUPERVISION EXERCISED: Plans, supervises and reviews the work of subordinates performing the full range of varied licensing, registration, and other related functions.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To act as a working supervisor and be responsible for the work of subordinates engaged in processing applications for licenses to operate motor vehicles and registrations of motor vehicles in a satellite office including:

Reviewing and processing applications for the registration and titling of motor vehicles to determine that such applications have been completed and executed as required by law and/or regulation; enforcing financial responsibility laws, as required; collecting registration, title and sales tax fees; authorizing the issuance of registration plates or tags for passenger, commercial, motorcycle, trailer and all other motor vehicles when all requirements for registration and title have been met, which include the rating and collection of sales and use fees on motor vehicles; providing courteous customer service and authoritative information to the public with registry problems and advising the public on problem resolution; issuing permits to drive a motor vehicle as required by regulation and/or law, which includes screening applications and all required documents; administering the written examination and eye

test; scheduling road tests; issuing new, chauffeur and motorcycle licenses when all requirements have been met; collecting, recording and accounting of all license fees.

To exercise initiative and independence in the performance of effective branch office operations which comply with agency policies and procedures.

To monitor tasks performed by subordinates to ensure compliance with applicable laws, policies and procedures, and to communicate areas of concern to a superior.

To be responsible for the accounting of all fees collected, and their custody and deposit for safekeeping, in accordance with the regulations of the Division of Motor Vehicles, Controller's Office and Treasurer's Office.

To handle complaints received from the public, to adjust them amicably, and to appropriately escalate customer complaints and other issues to a superior for resolution.

To perform daily staff timekeeping activities; to review the time and attendance information reported for each employee under his/her supervision, and to manage employee attendance and payroll records with a reasonable degree of accuracy.

To provide effective and efficient staff training.

To review changes in policy and statute in order to recommend appropriate changes in procedures.

To requisition supplies and equipment.

To serve as a member of a project team to work closely with vendors and IT staff to provide functional expertise; to contribute to overall

project objectives and specific team deliverables; to participate in testing and error identification initiatives; to provide user training; and to perform other related project tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the provisions of laws relating to the licensing of motor vehicle operators and the registration of a variety of motor vehicles and of motorcycles; the ability to apply the provisions of such laws and regulations of the Division of Motor Vehicles; the ability to provide friendly, professional and courteous customer service; the ability to plan, supervise and review the work of a staff of subordinates engaged in a computerized system of processing applications for licenses to operate motor vehicles and applications for the registration of a variety of motor vehicles and for motorcycles; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Education Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: extensive employment in a position processing and/or supervising the full range of license, registration, title and other motor vehicle

transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 19, 1999

Editorial Review: 3/15/03

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CLASS TITLE: SUPERVISOR, MOTOR VEHICLE CUSTOMER SERVICES

Class Code: 02419300

Pay Grade: 27A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the effective and efficient operation of DMV branch offices; to supervise a staff and supervisors responsible for reviewing and processing applications for motor vehicle registrations or the issuance of motor vehicle operators' licenses, renewals or transfers by use of a computerized automobile registration system or motor vehicle license system; to be responsible for the accountability of all taxes, fees and other monies received pertaining to motor vehicle or licensing transactions; to deal with the public on an ongoing basis; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a

superior with wide latitude for the exercise of independent judgment; work is subject to review for conformance to policies, rules and instructions.

SUPERVISION EXERCISED: Plans, supervises and reviews the work of subordinate staff and supervisors engaged in processing and/or overseeing various motor vehicle or licensing transactions; reviews work in process and upon completion.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the effective and efficient operation of DMV branch offices.

To supervise a staff and supervisors responsible for reviewing and processing applications for motor vehicle registrations or the issuance of motor vehicle operators' licenses, renewals or transfers by use of a computerized automobile registration system or motor vehicle license system.

To be responsible for the accountability of all taxes, fees and other monies received pertaining to motor vehicle or license transactions.

To deal with the public on an ongoing basis; to handle complaints received from the public and to address them amicably.

To plan, coordinate and supervise the flow of work among several sections in the division.

To check and verify compliance with the required certificate of title law for all new vehicles or laws pertaining to obtaining a drivers license and to record and charge fees for same.

To develop, design and oversee an effective and efficient customer service representative training program as well as to establish and maintain training manuals and guidance documents,

To be responsible for staff engaged in reviewing and approving submitted forms for the renewal of motor vehicle operator licenses.

To perform daily staff timekeeping activities; to review and approve the time and attendance information reported for each employee under his/her supervision, and to manage employee attendance and payroll records with a reasonable degree of accuracy.

To be responsible for the collection of payments of the sales tax and/or fees for the appropriate document being processed and to officially validate and issue same.

To monitor tasks performed by subordinates to ensure compliance with applicable laws, policies and procedures, to communicate areas of concern to a superior when appropriate, and to evaluate, correct or discipline staff according to policy and standards as appropriate.

To interview and evaluate customer service representative candidates and make recommendations for hire.

To verify, process and troubleshoot certain online DMV motor vehicle transactions as assigned.

To make recommendations to a superior of proposed changes in policies, programs and procedures.

To serve as a member of a project team to work closely with vendors and IT staff to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to participate in testing and error identification initiatives; to provide user training;

and to perform other related project tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the guidelines by which the motor vehicle statutes are applied toward the registration of motor vehicles and the licensing of motor vehicle operators; a working knowledge of the procedures and practices applicable to the receipt of monies; the ability to plan, coordinate, supervise and review the work of a staff and supervisors engaged in and overseeing the processing of applications for the registration or motor vehicle operators' license, renewal or transfer of motor vehicles by use of a computerized automobile registration system; the ability to operate a direct entry computer terminal; the ability to deal courteously with the public and handle complaints relating to the activities of the section; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: extensive employment in a position processing or supervising the full range of license, registration, title and other motor vehicle transactions.

Or, any combination of education and experience that shall be

substantially equivalent to the above education and experience.

Class Revised: March 19, 2006