

GENERAL DESCRIPTION OF CLASS

The TRANSPORTATION SERVICES REPRESENTATIVE 1 helps customers obtain a variety of transportation operating authority permits, operator and vehicle licenses (including giving over-the-road motor vehicle operator tests) by providing specialized information, explaining, and applying a variety of laws, rules, policies, procedures, and program requirements.

DISTINGUISHING FEATURES

This is the first level of a two-level series. It is distinguished from the higher level by having less responsibility for research, analyses, and applying judgment and decision-making to non-routine transactions under less defined criteria.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1. Customer Assistance

Explains compliance requirements to help customers understand agency policies and procedures. Explains the application of transportation licensing and permitting laws, rules, policies, procedures and programs to the public. Questions customers, as needed, to determine appropriate service. Responds to requests for information verbally and in writing.

Reviews forms and documents from the customer for compliance with policies, procedures and laws. Retrieves information from computer or other agency records to verify that data supplied is accurate. Reviews documentation (e.g., titles, registrations, identification cards, or birth certificates from a variety of states and foreign countries) to determine authenticity. Based on information, ensures conformance to program requirements and issues appropriate permit, licenses, or operating authority (e.g., drivers licenses, titles, registration, plates.) When customer fails to meet license or operating requirements, explains additional information or action required.

Gives and scores motor vehicle tests including written, visual acuity and over-the-road driver examinations. Takes photographs of customers for licenses, permit and identification cards. Does vehicle identification or other necessary inspections on vehicles.

2. Administrative Duties

Computes and collects fees. Accounts for documents and monies received. Balances receipts daily. Makes bank deposits. Keeps inventory of supplies, forms, license plates, and stickers. Prepares daily and monthly reports. Resolves discrepancies between transaction records and funds received.

RELATIONSHIPS WITH OTHERS

The Transportation Services Representative 1 has daily in-person contact with the general public and businesses such as auto dealers. Employees communicate with the general public and with customers who may be displeased, hostile, frustrated, or confused. Most of the work requires in person contact with the general public, at a counter, explaining policies, procedures, and laws.

SUPERVISION RECEIVED

The Transportation Services Representative 1 works under general supervision. The supervisor gives verbal and written work assignments but service requests from the public generate most day-to-day work. Work review is for conformance with laws, rules and policies, quality and quantity. Agency policies, procedures, administrative rules, and State and Federal Laws guide the work.

GENERAL INFORMATION

At times, positions require sitting or standing at a counter for long periods. Some positions work a flexible or nonstandard work shift or week. Some positions require occasional travel and overnight stays.

KNOWLEDGE AND SKILLS (KS)

General knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.
 Basic knowledge of rules, policies, and procedures of the assigned program area.
 Basic knowledge of business arithmetic (e.g., addition, subtraction, multiplication, division, percentages, etc.).

Skill in verbal communication sufficient to clearly relay information, explain program requirements, and to figure out the appropriate course of action to provide services.

Skill in questioning people to get accurate and complete information.

Skill in dealing with displeased, frustrated, confused, or hostile customers.

Skill in concurrently performing multiple tasks.

Skill in doing detailed work under conditions of heavy workloads, time limitations, and noise.

Skill in using a computer terminal for entry, update, correction, and retrieval of information.

Skill in collecting money and making change.

Some positions require:

Skill in translating from non-English or sign language for customers.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 1/98

Revised

STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division