

**GENERAL DESCRIPTION OF CLASS**

The TRANSPORTATION SERVICES REPRESENTATIVE 2 helps customers obtain a full range of transportation-related services by providing specialized information and analyzing, interpreting and applying a variety of laws, rules, policies, procedures, and program requirements.

**DISTINGUISHING FEATURES**

This is the second-level of a two-level series. This level is distinguished from the Transportation Services Representative 1 by additional problem-solving responsibility and decision-making for non-routine or complex transactions. These routinely require research, analysis, and judgment to determine an appropriate course of action to provide the public with the full range of services available or by having additional responsibility for training and providing guidance to lower-level employees.

**DUTIES AND RESPONSIBILITIES**

The duties listed below are not inclusive but are 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**

Reviews applications from motor carriers to grant or deny inter or intrastate operating authority and explains requirements associated with each. Determines type of tax credential needed and computes and collects taxes based on routes, miles, and declared weights.

Gives and scores motor vehicle law examinations such as written, visual acuity, and over-the-road driver examinations including Commercial Drive Exams. Determines routing patterns for overweight/over-dimension vehicles. Reviews documentation submitted by customers to determine authenticity. Based on information received from the customer, determines conformance with program requirements then issues appropriate permit, license, or operating authority (e.g., special usage permits, overweight/over-dimension permits). If requirements are not met, explains to customer what additional information or actions are needed to obtain the service and why the information or action is needed.

Explains agency policies and procedures and responds verbally and in writing to requests for information. Researches available data from agency records and applies it to specific cases. Keeps current on changes in legislation, administrative rules, and agency policies. May give presentations to civic groups, trucking associations, school driver education classes, or auto dealer groups regarding agency policies and procedures.

Reviews forms and documents from the customer for compliance with policies, procedures, and laws. Verifies the authenticity of submitted documents and the identity of individuals seeking agency services. Retrieves information from computer to verify that data supplied is accurate. Does vehicle identification or other necessary inspections on vehicles. Calculates weight/mile tax requirements.

**2. Administrative Duties**

Accounts for documents and monies received by collecting correct fees, making change and balancing receipts at the close of each day. Prepares daily and monthly reports and reconciles discrepancies between transactions and funds received. Follows procedures for the secure handling of funds, makes bank deposits. Keeps inventory of supplies, forms, license plates, and stickers.

### **3. Special Assignments**

Some positions in this classification may be assigned to provide specialized services such as administering Commercial Driver License exams, leading the daily work activities, or training lower-level or less experienced Transportation Services Representatives. May be responsible for providing ongoing policy interpretation and procedural guidance to other staff members. May be assigned to provide driver-improvement counseling to problem drivers.

### **RELATIONSHIPS WITH OTHERS**

The Transportation Services Representative 2 has daily in-person contact with the general public and businesses such as motor carriers and auto dealers. There is occasional contact with attorneys seeking information on laws, policies and procedures. Most of the work requires in-person contact, at a counter, explaining and interpreting requirements, policies, procedures, and laws. Employees at this level may lead the daily work activities of other employees. At this level, skill in communicating with an motivating persons with diverse points of view to resolve problems and change behavior is critical.

### **SUPERVISION RECEIVED**

The Transportation Services Representative 2 works under general supervision and receives assignments from a supervisor. Employees in this classification work independently often without direct supervision and independently interpret and apply agency policies, procedures, Administrative Rules, and State and Federal Laws.

### **GENERAL INFORMATION**

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

**KNOWLEDGE AND SKILLS (KS)**

Extensive knowledge of rules, policies, and procedures applicable to program area of assignment.  
 General knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.  
 General knowledge of arithmetic and basic accounting operations.

Skill in analyzing customer situations to determine appropriate course of action in order to provide services.

Skill in verbal communication sufficient to clearly relay information and explain program requirements.

Skill in tactfully resolving conflicts with agency customer.

Skill in concurrently performing multiple tasks.

Some positions in this classification may require the following:

Skill in leading the daily work activities of other employees including assigning tasks, giving constructive feedback, and providing information to supervisory staff regarding employee performance.

Skill in translating other languages into English to provide services to non-English speaking customers.

Skill in counseling problem drivers towards improving their driving habits and record.

**SPECIAL QUALIFICATION**

Some positions may require a valid Oregon driver's license.

**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