

GENERAL DESCRIPTION OF CLASS

The TRANSPORTATION SERVICES OFFICE LEADER is responsible for the overall security, operation and maintenance of a field office and oversees Transportation Services Representatives who help customers get a variety of transportation operating authority permits, operator and vehicle licenses.

DISTINGUISHING FEATURES

This is a single classification and currently not part of a series of classes

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. Office Administration

Assigns work, develops work procedures consistent with agency policy, and schedules and re-schedules employees to meet service level goals. Monitors work performance to meet established goals, objectives, and target dates. Participates in interviewing new staff members. Gives and arranges for training. Holds staff meetings to explain changes in policy, procedures or work expectations.

Advises Transportation Services Representatives in unclear circumstances whether submitted documentation satisfies program policies and procedures. Calms and deals with customers who become irate, hostile, or refuse to accept the decision of the Transportation Services Representative. Represents division in the community by providing information about existing programs, services and planned changes.

Prepares a variety of narrative and statistical reports including inventory control, daily and monthly reports. Responsible for office security. Makes bank deposits. Manages petty cash fund, pays office accounts, and monitors inventory, office equipment repair, and office maintenance.

2. 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. As appropriate, questions customer to learn service needed. Responds to requests for information verbally and in writing.

Reviews forms and documents from the customer to decide 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, assures conformance to program requirements and issues appropriate permit, licenses, or operating authority (e.g., drivers licenses, titles, registration, plates, special usage permits, overweight/over-dimension permits). When customer fails to meet license or operating requirements, explains additional information or action required.

May give and score motor vehicle tests including written, visual acuity and over-the-road driver

examinations. May takes photographs of customers for licenses, permits and identification cards. May do vehicle identification or other necessary inspections on vehicles. May decides routing patterns for overweight/over-dimension vehicles. May give information about road restrictions or closures.

3. 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 Office Leader has regular telephone and written contact with all levels of agency staff, other agencies, and the general public to give or ask for specific information or to respond to complaints. Also, contacts private vendors to get supplies, equipment and facility services. Explains personnel policies and procedures and routine collective bargaining agreement provisions to office staff. Clarifies agency policies, procedures and applicable laws, rules and regulations to office staff and the public.

SUPERVISION RECEIVED

The Transportation Services Representative works under general supervision. The supervisor gives verbal and written work assignments but service requests from the public also generate some 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 non-standard work shift or week. Some positions require occasional travel and overnight stays. Some positions require the ability to lift and carry equipment weighing up to 55 pounds. Some positions require reaching and climbing to read serial numbers on vehicles (at times during inclement weather).

KNOWLEDGE AND SKILLS (KS)

General knowledge of rules, policies and procedures applicable to program area.
 General knowledge of proper grammar, punctuation, spelling, capitalization and sentence structure.
 General knowledge of business arithmetic (e.g., addition, subtraction, multiplication, division, percentages, etc.).
 Basic knowledge of principles and practices of work organization and simplification.
 Basic knowledge of equipment used and how to make minor repairs

Skill in communicating orally and in writing.
 Skill in tactfully resolving disputes.
 Skill in questioning people to get accurate and complete information.
 Skill in operating a computer to enter, update, correct and retrieve information.
 Skill in interpreting driving or customers business records.
 Skill in applying agency fee schedule, and correctly making change.
 Skill in administering and grading behind-the-wheel and motorcycle operator tests for all classes.
 Skill in administering and grading vision and written examinations.
 Skill in analyzing customer situations to determine appropriate course of action in order to provide services.

Some positions in this classification may require the following knowledge and skills:

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

SPECIAL QUALIFICATION:

A driver's license and acceptable driving record or acceptable alternate means of transportation.

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