

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

BAIID PROGRAM REPRESENTATIVE

Position Code: K1168

DISTINGUISHING FEATURES OF THE CLASS

Under general direction, develops and maintains working relationships with BAIID (Breath Alcohol Ignition Interlock Device) vendors and installers in a designated region to promote and assure compliance with legislatively mandated programs and services administered by the Office of the Secretary of State; confirms compliance with current directives, policies, procedures, laws and regulations; investigates complaints, inquiries and infractions and may issue notices of non-compliance for violations thereof; and provides orientation and training to the public and to judicial, court or law enforcement personnel.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Serves as liaison with BAIID vendors and installers engaged in providing public services on behalf of the Office of the Secretary of State; assures proper, successful and timely processing of installations and permittees; reviews installer certification and submission of reports and payments; and resolves issues that may arise between these parties.
2. Represents the Secretary of State as public information liaison for BAIID programs, providing information or assistance to the public, individually or en mass, or permittees or to judicial, court and law enforcement personnel in designated region; may provide direct interaction or communication between the department and permittees.
3. Investigates public complaints against vendors, installers or other BAIID program participants, determining resolution and dispensing judgment.
4. Prepares comprehensive reports of findings, including results of installer inspections, complaint inquiries, corrective action taken and program requests; makes recommendations on improved methods and procedures.
5. May issue notices of non-compliance or take other corrective action to assure compliance with Office of the Secretary of State directives, policies, procedures, laws and regulations.
6. Prepares and adheres to daily work and travel schedules; completes necessary forms and documentation relating to travel.
7. May assist in training new staff.
8. Performs other duties as required or assigned.

BAIID PROGRAM REPRESENTATIVE (Continued)

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college, preferably with coursework in public or business administration, law or law enforcement **and** one (1) year of professional experience in a public or private organization.

Knowledge, Skills and Abilities

- Requires ability to establish effective working and interpersonal relationships
- Requires ability to speak at public assembly
- Requires ability to follow written instructions
- Requires ability to prepare comprehensive written and oral reports
- Requires ability to exercise sound judgment and discretion in analyzing facts
- Requires ability to exercise discretion and maintain confidentiality when dealing with sensitive issues
- Requires ability to work independently in scheduling work activities and managing assignments
- Requires ability to apply laws, rules and regulations appropriately
- Requires willingness to travel frequently and to keep irregular work hours
- Requires possession of a valid Illinois Driver's License

EXAMINATION INFORMATION

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year

Established: October 28, 2009

Revised: TBD