

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

**DRIVER SERVICES REGIONAL MANAGER**

**Position Code: K3180**

**DISTINGUISHING FEATURES OF THE CLASS**

Under general direction, performs responsible supervisory and administrative work in planning, organizing, directing, coordinating and evaluating driver services field programs in a specific geographical region of the State; directs the activities of several driver service facilities; participates in the development, revision and implementation of policies and procedures affecting field services.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Plans, organizes and evaluates the quality and quantity of services provided by several driver facilities in a specific geographical region of the State; handles problems, complaints and inquiries not resolved at the facility level; makes on-site visits to regional facilities to assure maximum services and working conditions and prepares reports on findings and observations; interprets and explains policies, rules and regulations pertinent to the Illinois Vehicle Code.
2. Maintains extensive public relations with community groups and private organizations; works with law enforcement agencies and driver training schools to promote harmonious working relationships with the Office of the Secretary of State; speaks before groups, attends meetings and seminars; prepares educational displays for fairs or other public affairs.
3. Serves as liaison for the assigned region with other administrative and management staff; participates in and recommends policy and procedural changes; performs research and studies and prepares reports for improved services and efficiency.
4. Coordinates in-service training in the region; provides input into budget formulation; responsible for maintaining adequate supplies and equipment for regional facilities; responsible for personnel management and distribution of staff.
5. Performs other duties as required or assigned.

**REQUIREMENTS:**

**Education and Experience**

Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in business or

## **DRIVER SERVICES REGIONAL MANAGER (Continued)**

public administration, or a related field and two years of responsible professional supervisory experience in a public or business organization or any equivalent combination of training and experience.

### **Knowledge, Skills and Abilities**

Requires thorough knowledge of the Illinois Vehicle Code as it relates to obtaining or retaining driving privileges in Illinois.

Requires thorough knowledge of office methods, procedures and practices.

Requires working knowledge of the functions and organization of State Government.

Requires working knowledge of the Illinois Vehicle Code as it relate to vehicle and title registration.

Requires working knowledge of the principles and practices of public and business administration.

Requires working knowledge of program budgeting, personnel management and public relations.

Requires ability to direct, coordinate and evaluate driver facility programs.

Requires ability to prepare complex administrative and operational reports.

Requires ability to express ideas clearly both orally and in writing.

Requires ability to establish and maintain effective public relations with community and public organizations, the general public and law enforcement agencies.

Requires possession of a valid Illinois driver's license.

Approved by the Secretary of State Merit Commission - March 10, 1981

Effective - March 16, 1981

### **EXAMINATION INFORMATION**

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year