

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

**PUBLIC SERVICE CLERK**

**Position Code: K7380**

**DISTINGUISHING FEATURES OF THE CLASS**

Under direct supervision, performs a variety of clerical tasks in rendering service to the public in obtaining or retaining driving privileges and in the registration and titling of motor vehicles in the State of Illinois in a Vehicle Services or Driver Services Facility.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Serves as information clerk directing applicants and public to proper areas of the facility to receive service.
2. Reviews and completes drivers license applications or motor vehicle registration or title applications for processing while gathering all pertinent information to serve the applicant.
3. Administers vision tests to drivers license applicants; codes applications according to results.
4. Administers and grades written driver examinations; explains incorrect test responses; codes applications according to results.
5. Enters applications or other drivers license or related forms on computer terminal; reviews entry for completeness and accuracy.
6. Operates photographic equipment; prepares photo ID/drivers licenses for receipt of applicant.
7. Balances cash or checks with validation tape totals to assure that all fees are accurately accounted for; prepares deposit records or other routine financial documents necessary to process collected fees; may prepare reports on applications processed.
8. Performs cashiering functions for drivers license fees.
9. In a limited-service facility, reviews, fee checks and checks for necessary attachments the majority of types of motor vehicle registration or title forms; accepts cash or checks for fees and prepares for final processing; issues temporary registration permits.
10. In a full-service motor vehicle facility, reviews, fee checks

**PUBLIC SERVICE CLERK (Continued)**

and checks for necessary attachments, various types of motor vehicle registration or title forms including leased vehicles and dealer and remitter work.

11. Performs other duties as required or assigned.

**REQUIREMENTS:**

Requires knowledge, skill and mental development equivalent to completion of eight years elementary school and one year of general office experience preferably including six months in a driver or motor vehicle facility and operation of keyboard equipment.

**Knowledge, Skills and Abilities**

Requires working knowledge of business English, spelling and commercial arithmetic.

Requires working knowledge of office methods, practices and procedures.

Requires elementary knowledge of basic bookkeeping procedures and techniques.

Requires elementary knowledge of the Illinois Vehicle Code as it applies to office tasks pertaining to obtaining or retaining a valid Illinois drivers license and the processing of various motor vehicle forms.

Requires ability to maintain records of some complexity.

Requires ability to deal tactfully with the general public and to maintain satisfactory working relationships with other employees.

Requires ability to communicate both orally and in writing.

Requires ability to operate in an independent manner within defined procedures.

Approved by the Secretary of State Merit Commission - June 11, 1985

Effective - July 1, 1985

**EXAMINATION INFORMATION**

Tests and Weights:                      Written Test, 100%

Knowledge Tested:                      Name & Number Checking  
    Public & Work Relations  
    Telephone Etiquette  
    Vocabulary & Spelling  
    Records & Reports  
    Alphabetical & Numerical Filing

    Skills

    Arithmetic  
    Driving Knowledge

Length of Eligibility:                      1 year