

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

**PUBLIC SERVICE REPRESENTATIVE**

**Position Code: K7430**

**DISTINGUISHING FEATURES OF THE CLASS**

Under direct supervision, performs paraprofessional work to administer road examinations to applicants for all classes of drivers licenses; performs office clerical tasks.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Administers road examinations to applicants for all classes of drivers licenses; explains improper actions to applicants during the examination; codes applications according to examination results
2. Serves as information clerk directing applicants and public to proper areas of the facility to receive service.
3. Reviews and completes drivers license applications or motor vehicle registration or title applications for processing while gathering all pertinent information to serve the applicant.
4. Administers vision tests to drivers license applicants; codes applications according to results.
5. Administers and grades written driver examinations; explains incorrect test responses; codes applications according to results.
6. Enters applications or other drivers license or related forms on computer terminal; reviews entry for completeness and accuracy.
7. Operates photographic equipment; prepares photo ID/drivers licenses for receipt of applicant.
8. 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.
9. Performs cashiering functions for drivers license fees.
10. 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

## **PUBLIC SERVICE REPRESENTATIVE (Continued)**

registration permits.

11. In a full-service motor vehicle facility, reviews, fee checks and checks for necessary attachments, various types of motor vehicle registration or title forms including leased vehicles and dealer and remitter work.
12. Performs other duties as required or assigned.

### **REQUIREMENTS:**

Requires knowledge, skill and mental development equivalent to completion of eight years elementary school and two years of general office experience preferably including one year 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.

Requires possession of a valid Illinois drivers license.

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

Effective - July 1, 1985

**PUBLIC SERVICE REPRESENTATIVE (Continued)**

**EXAMINATION INFORMATION**

Tests and Weights:                      Written Test, 100%

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

                                                    Skills

                                                    Arithmetic  
                                                    Driving Knowledge  
                                                    Drivers License Application

Length of Eligibility:                      1 year