

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

PUBLIC SERVICE SUPERVISOR

Position Code: K7440

DISTINGUISHING FEATURES OF THE CLASS

Under direction, supervises subordinate personnel in a facility engaged in providing drivers license or vehicle services to the general public, dealers, remitters or private business organizations.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Supervises facility staff engaged in the preparation of forms necessary to obtain drivers license or vehicle services.
2. Supervises facility staff engaged in collecting and recording proper fees using standard bookkeeping methods and procedures.
3. Supervises facility staff engaged in administering written, oral, or vision tests necessary to obtain drivers license.
4. Supervises facility staff engaged in administering performance examinations necessary to obtain a drivers license.
5. Assigns staff to appointed workstations; monitors workflow to resolve problems and avoid bottlenecks; evaluates subordinate performance, initiates disciplinary measures, resolves employee grievances and approves leave time for subordinate staff.
6. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school and three years of general work experience preferably with at least one year in a facility.

Knowledge, Skills and Abilities

Requires thorough knowledge of the Illinois Vehicle Code as it relates to driving privileges or motor vehicle processes.

Requires working knowledge of office methods, procedures and practices.

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

Requires ability to plan, assign, supervise and evaluate drivers and motor vehicle facility staff.

Requires ability to effectively communicate both orally and in writing.

Requires ability to deal tactfully with the general public and to develop satisfactory working relationships with staff.

Requires possession of a valid Illinois drivers license.

Approved by the Secretary of State Merit Commission – September 20, 2006

Effective – September 20, 2006

EXAMINATION INFORMATION

Tests and Weights: Education and Experience, 100%
Length of Eligibility: 1 year