

State of Georgia Job Description

Job Family: Regulatory
Job Code: RCT053
Job Title: Identity & Drv Cred Spec 1 MSA
Functional Level: Technician - Uncertified (TUC)
Pay Plan: Statewide Salary Plan (SWD)
Grade: F
Salary Range: \$30,700.42 - \$38,897.56 - \$47,094.70

Job Summary:

Under direct supervision, provides consistent, high quality customer service in the issuance of identification and license credentials based on established guidelines, statutes, rules, and regulations. Located in high-volume Customer Service Centers which serve a diverse customer base which demands a more complex skill set to reduce fraud, handle language barriers, and interpret and validate -identity and immigration documents. High-volume centers cater to a larger customer base and consequently experience higher frequencies of incidents such as dealing with irate customers, slip and falls, road test crashes, sick customers, etc.

Primary Duties & Responsibilities:

- Supervises and plans work of assigned staff
- Provides on the job training and performance coaching for assigned staff
- Conducts vision screening: administers and evaluates written and road tests to eligible applicants
- Ensures compliance with laws, policies, rules, and regulations governing the issuance of driver's licenses, identification cards, and related services
- Enters data from forms, records and/or other sources into the computer
- Follows guidelines to verify identity and document validity of information received
- Investigates customer problems and complaints and seeks resolution within applicable guidelines
- Oversees or assists in overseeing the operation of a customer service center within the guidelines and policies of the agency
- Prepares or oversees preparation of management reports and financial reports
- Prepares reports, completes forms, and makes deposits
- Processes documents and/or collects prescribed fees and completes transactions
- Provides clear and accurate information to customers and the general public concerning agency services, laws, rules, and regulations
- Reviews applications to determine eligibility and issues or reinstates driver's licenses and identification cards in accordance with applicable policies, procedures, and laws
- Sets up and operates office and licensing equipment

Entry Qualifications:

High school diploma/GED AND A valid Class C or equivalent License is required and must be maintained while employed in this position. Must be eighteen (18) years of age.

Preferred Qualifications:

In addition to Entry Qualifications, Preferred Qualifications may be added by the agency.

NOTE:

The above job description represents the general nature, primary duties and responsibilities, and qualifications for the work performed by employees within this job, but is not a comprehensive and exhaustive list. Employees may be required to perform other duties as assigned, and specific duties, responsibilities, and activities within the core nature of the job may change at any time with or without notice. Employees must be able to perform the essential functions of the job, as specified by the employing entity, with or without reasonable accommodation.