

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

DRIVER SERVICES METRO MANAGER

Title Code: K3170

DISTINGUISHING FEATURES OF THE CLASS

Subject to administrative approval, performs managerial work in planning, organizing, directing, coordinating and evaluating multiple programs of extensive scope which provide driver and vehicle services to citizens of the State of Illinois in the Driver Services Field including but not limited to issuance of Driver's Licenses, Commercial Driver's Licenses, Motor Voter, Organ Donor programs; performs a variety of difficult and complex functions through subordinate supervisory/managerial staff, in specific Metro Zones of the State; directs the effectuation of managerial policies and practices; participates in policy development and revision affecting field services.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

1. Plans, organizes and evaluates the quantity of services provided by several Driver Services facilities in a specific zone of the metro area of the State; handles problems, complaints and inquiries not resolved at the facility level; makes on-site visits to zone 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. Exercises managerial/administrative responsibility for directing the effectuation of managerial policies and practices; determines, establishes and implements operational procedures and workflow; assists in policy development and determining needed program changes.
3. Prepares and submits for approval proposed budgetary materials for the organization through supervisory/managerial staff; exercises responsibility for personnel management, program development and public relations; exercises responsibility for assignment, organization and distribution of work functions; recommends personnel actions affecting subordinate staff; approves work standards and evaluations of employee performance.
4. Maintain 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; directs the preparation of educational displays for fairs or other public affairs.

DRIVER SERVICES METRO MANAGER (Continued)

5. Directs management research studies of the organization and administrative procedures; prepares complex administrative reports and recommendations for improved efficiency and service.
6. Confers with other line supervisory/management and administrative staff to coordinate program or staff functions with affected operational areas and to resolve administrative problems; coordinates in-service training in the zone (or area of assignment).
7. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college, preferably with courses in business or public administration and two years of managerial experience or four years professional supervisory experience such as could be gained in supervising a drivers or motor vehicle service facility involving the administration of pertinent sections of the Illinois Vehicle Code, in a public or business organization.

Knowledge, Skills and Abilities

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

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

Requires working knowledge of the Illinois Vehicle code as it relates to vehicle and title registration.

Requires extensive knowledge of the functions and organization of State government.

Requires extensive knowledge of the principles of business accounting, program budgeting, personnel management and statistics.

Requires ability to establish and maintain effective and cooperative working relationships with local officials, other state agencies, fellow employees and the public.

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

Requires ability to develop and manage a complex or multiple statewide programs.

Requires ability to exercise judgment and discretion in implementing and interpreting departmental policies and procedures.

Requires possession of valid Illinois Driver's License.

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

Requires ability to prepare complex administrative and operational reports.

Approved by the Secretary of State Merit Commission – March 10, 2004

Effective – March 16, 2004

