

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Driver & Identification Service Center Specialist

Definition

Performs a variety of clerical work involving considerable contact with the public in providing driver licensing information, administering written and visual examinations, and issuing drivers licenses to qualified applicants; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Administers special reexaminations (written, driving, or visual) and reviews medical/vision reports to assure that the applicant is medically and physically capable of safely operating a motor vehicle.

Reviews applicants' eligibility and qualifications in order to assure that driver's licenses and identification cards are issued in compliance with Iowa laws, departmental rules, and established policies and procedures.

Administers the motorcycle skills, automobile, truck, and commercial driver's license pretrip, skills, and road driving examinations.

Scores the various examinations or components and reviews the overall performance with the applicant.

Prepares and processes notices based on information in motor vehicle record files to assure that suspensions, lift notices, and/or temporary licenses are properly issued.

Provides information in response to telephone or other inquiries regarding driver's license issuance, drinking driving school, insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices, and a wide variety of other categories.

Prepares reports, notices, etc., by entering the proper data into the proper format and forwarding it to the central office.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking – Talking to others to convey information effectively.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination – Adjusting actions in relation to others' actions.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from high school (or GED equivalent), and experience equal to three years of full-time clerical or closely-related work.
- 2) A total of three years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.

- 3) Current, continuous experience in the state executive branch that includes six months of full-time work as a Driver & Identification Service Center Associate.

Effective date: 12/18 SA