

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

## **Driver & Identification Service Center Supervisor**

---

---

### **Definition**

Provides advanced supervisory, managerial, and support services to a Department of Transportation driver and identification service center as the leader of the service center team(s); 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**

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Independently manages driver and identification service center(s).

Assigns daily work to all service center staff and maximizes the number of customers served in each location each day.

Establishes schedules and hours of driver and identification service centers.

Reviews and analyzes productivity reports and assesses problem areas. Reviews current practices with subordinate staff, peer supervisors, and other management staff; develops plans for improving work processes.

Conducts informal settlement hearings with persons whose driver's license/registration has been suspended, revoked, cancelled, or denied.

Oversees the proper training of state driver and identification service center staff regarding the implementation of new laws, policies, and procedures.

Responds to written or telephone inquiries from the media, the general public, state agencies, legislators, and law enforcement agencies regarding driver and identification service center laws, rules, policies, and procedures.

Reviews daily error rates to ensure quality and productivity are maintained.

Reviews driver and identification service center reports to ensure that daily deposits account for any overages or shortages of moneys collected daily. Reviews daily error rates to maintain productivity.

Reviews customer satisfaction feedback and creates action plans to enhance customer experience at the service center(s). Completes complaint investigations. Reviews proper procedures with staff in order to alleviate problem areas.

Ensures location facility issues are elevated and resolved to meet the customer experience expectations of the department.

---

---

Oversees communication with facility owner, utility providers, and DOT contacts for notifications on utility or system outages affecting services. Actively works with the appropriate contacts to expedite resolution of any service disruptions.

Participates in regular management meetings with department leadership to ensure adherence to DOT policies and procedures as well as adherence to customer experience expectations.

## Competencies Required

### Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### Abilities:

- 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).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

## 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.
- 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.

**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 an accredited four-year college or university, and experience equal to four years of full-time work in customer service as a team leader or manager.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes three years of full-time work as a Driver & Identification Service Center Associate, two years of full-time work as a Driver & Identification Service Center Specialist, or one year as a Driver & Identification Service Center Consultant.
- 4) Current, continuous experience in the state executive branch that includes one year of full-time work in a supervisory position within the Department of Transportation's Motor Vehicle Division.

*Effective date: 12/23 SA*