

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

## **Driver & Identification Service Center Associate**

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### **Definition**

Performs a variety of entry-level clerical tasks in a Department of Transportation Driver and Identification Service Center; 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**

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 vision screening using the appropriate equipment to determine whether the applicant requires visual corrective devices by comparing test results with departmental requirements.

Enters applicant information into the proper form so that the appropriate driver's license or identification card can be issued.

Operates photo equipment by assuring that the focus is correct and the applicant is centered in the viewing lens in order to issue a clear and legible operator's license or identification card.

Provides information in response to telephone 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.

Performs incidental typing or keyboarding where accuracy rather than speed is essential.

### **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.
- 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.

**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).
- 2) Two years of full-time work experience in direct customer service.

*Effective date: 12/18 SA*