

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

# Driver & Identification Service Center Supervisor 1

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## Definition

Provides first-line supervision in a field 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

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.

Establishes schedules and hours of driver and identification service centers.

Reviews and analyzes productivity reports and assesses problem areas. Reviews current practices with subordinate supervisors and 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.

Schedules and conducts in-person remedial driver improvement counseling with young drivers and their parents/guardians for the purpose of reviewing accidents or convictions to determine what sanctions will be placed on the young driver.

Monitors and evaluates driver education programs and community college driver improvement courses by reviewing curriculum to ensure legislative requirements are met.

Makes safety presentations to outside groups such as driver education classes or civic or service organizations to help reduce accidents, injuries, and fatalities.

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 survey cards. Completes complaint investigations. Reviews proper procedures with staff in order to alleviate problem areas.

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## 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 high school or a GED and the equivalent of four years of full-time work experience in general office administrative or specialized technical support work.
- 2) A total of four 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.

*Effective date: 12/18 SA*