

Position Description

Classified/Unclassified	Regular/Temporary	Full-Time/Part-Time	% of Time
Unclassified	Regular	Full-Time	100%
Employee Name		Position Number	Position Title
[REDACTED]		K0238341	Driver License Examiner
Supervisor Name		Supervisor Position Number	Supervisor Title
[REDACTED]		[REDACTED]	Office Manager
Location		Department ID	Division
Mission		5658760000	Driver Services
FLSA Status		Work Schedule	Regular Hours of Work
Non-Exempt		8 Hours/Day Mon - Fri	8:00 AM - 5:00 PM
1. Please Summarize the duties of this position for posting in the job announcement. If this is a request to reallocate the position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which change the duties and responsibilities of the position.			
Work involves a variety of driver's license examinations to determine the eligibility of individual applicants based on well-defined guidelines. This position will work with customers face to face and on the phone. Duties include performing vision examinations, entering applicant information into a web based application, scanning documents, handling cash, and conducting drive tests for vehicles of all sizes and motorcycles. This position will require travel to the surrounding offices.			
2. How much latitude is allowed incumbent in completing work?			
Significant			
3. What kinds of instructions, methods and guidelines are given to the incumbent in this position to help do the work?			
Follows instructions provided in Kansas Driver's License Examiner Manual, KDOR Fraudulent Document Training and Kansas statutes. Works under direct supervision of DLEX supervisor.			
4. Which statement best describes the results of error in action or decision of this incumbent?			
Disruption of operations of a major agency			

5. Describe the work of this position. Use the following format for describing the duties: What is the action being done (use action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed).

Number Each Task, Indicate Percent of Time and Identify each function as Essential or Marginal by placing an "E" or "M" next to the % of time for each task. Generally, the percent of time assigned to task statements should not be less than 5% and not more than 50% Essential functions are primary job duties for which the position was created and that an employee must be able to perform, with or without a reasonable accommodation. Marginal functions are peripheral, incidental or minimal parts of the position.

Note: The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

The employee in this position has access to confidential information, which must be treated in accordance with the Kansas Department of Revenue Confidentiality Oath and applicable policies and procedures. The person will receive training as it relates to the duties of this position.

In addition to the tasks listed below, the employee is expected to adhere to the Mission and Vision of the agency and to identify personal strengths and developmental needs to increase job performance and career growth. Analyzes work processes, seeks new approaches and makes recommendations to enhance efficiency and effectiveness of the agency. Works professionally with staff, customers and the public, to provide efficient and effective customer service. Contributes to a productive team environment and uses free time as available to assist other staff in the completion of work assignments.

Recognizes responsibilities to the agency and applies effective work habits and attitudes to meet work requirements. Attends work regularly and on time, plans appropriately for absences and assumes personal accountability for work.

#	% of Time	E or M	Description of Duties
1	45%	E	Conducts driver's license examinations by administering the written/oral, visual and road tests for any class of noncommercial license and motorcycle examination. The test will be conducted in accordance with state laws and department regulations. Conducts and scores written examinations for commercial driver license applicants. Provides correct information to Driver's License applicants and general public by verbally answering questions in person or by phone in order to clarify statutes, procedures and test results.
2	35%	E	Records applicant information by entering data into a computer terminal in order to process updates to permanent driver license records. Captures applicants signature and photograph by operating a digital signature device and camera in order to complete a photo license/identification card. Photos and signatures must be taken correctly to ensure quality, professional and correct information captured. Receives driver license/identification card fee by collecting the appropriate amount of cash or checks in order to finalize the transaction to ensure proper document is sent from the vendor's central mail facility.
3	10%	E	Ensures that applicants are qualified for Kansas driver's license or identification card by applying KDOR identity security training in looking for security features and signs of counterfeiting or alterations and by asking additional questions of applicants when indications of possible fraud are discovered. Identifies situations where the renewal applicant does not match the photo on file and follows training in asking appropriate questions and gathering additional information to help KDOR make an accurate determination. Follows established procedures in documenting referrals and management of documents retained for further review. Verifies source documents as required. Ensures that sensitive data is not compromised, protecting applicants from identity theft. Notifies management of security breaches. Interacts with all applicants, including those who may be committing fraud, in a respectful and courteous manner and works to diffuse rather than escalate conflicts.
4	10%	M	Other duties as necessary may include, but are not limited to checking vehicle equipment in order to ensure proper working condition. Maintain a neat appearance because of Public exposure and maintain favorable relations with employees and general public. Preparing activity reports in order to account for daily transactions, providing proper care of equipment and other duties as assigned

6. Does this position directly supervise agency employees?

No

7. List the position titles and position numbers of all agency employees directly supervised by this position:

8. For what purpose, and with whom and how frequently are contacts made with the public, officials, or other employees?

Contact with	Frequency	Purpose	Other
KDOR staff	Daily	Obtain or verify information	
Public	Daily	Carry out duties	

9. What hazards, risks or discomforts exist on the job or in the work environment and describe any methods, techniques, or procedures that must be used to ensure safety for equipment, employees, customers, and others. Employee is encouraged to follow office safety practices to ensure safety for self and others in the office.

Position Requirement	Frequency
Walking	Daily
Working with upset customers on the phone and/or in person	Daily
Standing	Daily
Traveling in all types of weather (Normal driving and road hazards may occur while traveling)	Daily
Sitting	Daily
Ability to ascend and descend stairs	Daily
Bending	Daily
Walking on uneven ground	Daily
Twisting	Daily
Fine motor skills and manipulation	Daily
Lifting and/or carrying up to: 15lbs (Use of proper lifting techniques is necessary when lifting and moving material, equipment, etc)	Occasionally
Reach over head	Occasionally

10. Check all machines that are regularly used in the work of the position and indicate frequency with which they are used.

Equipment	Frequency
Computer	Daily
Telephone	Daily
Copier	Occasionally
Scanner	Occasionally
Vehicle	Occasionally

11. Minimum Requirements (MR) as stated in the State of Kansas Class Specification.	
High school diploma or equivalent and a valid driver's license and a good driving record.	
12. Special Requirements: Additional qualifications for this position that are necessary to perform the Essential Functions of the position (i.e. license, registration or certification).	
License	Yes- Incumbent is required to have and maintain a valid driver's license to perform the essential functions of this position.
13. Security Clearance Requirements: The Security Clearance requirements for this position are:	
OD--KBI and FBI fingerprint required due to involvement in application/issuance process for KS Driver's License and/or KS ID Card	
14. Preferred education, skills, and experience. (These items will be used to screen applicants when recruiting to fill the position.)	
Preferred Education	Degree Area
High School/GED	
Preferred Skills	Description
Computer	Word, Excel
Preferred Experience:	
Prefer 12 months face-to-face customer service, such as retail or food service.	

Position Status: Draft
Print Date: 8/6/2024