

<b>Easterseals Western &amp; Central Pennsylvania</b>	<b>JOB DESCRIPTION</b>	Date: 4/20/23
POSITION:	<b>LICENSE TECHNICIAN/SERVICE FACILITATOR</b>	
DIVISION/DEPARTMENT:	Bedford, Erie, Franklin, Johnstown, <u>or</u> Pittsburgh/Photo License/Service Contracts	
FLSA STATUS:	Non-Exempt	
REPORTS TO:	Photo Center Coordinator <b>and</b> Contracts Manager/Developer (Note: Day-to-day supervision is also provided by UniqueSource and PennDOT management at each photo center location.)	

**JOB SUMMARY**

**As the License Technician**, the employee is responsible for providing efficient, courteous customer service to properly identified persons who appear with a camera card for a driver's license or identification card. The License Technician is responsible for photographing the person, issuing a photo card, and recording the transaction as required. **As the Service Facilitator**, the employee is responsible for providing a pleasant and courteous greeting to all individuals who enter the Photo License Center. The Service Facilitator is responsible for meeting the customer at the customer service counter, and/or in the service line and directing them to the appropriate Photo ID or Driver service in the PennDOT Driver License Center. The License Technician/Service Facilitator must adhere to policies and procedures as required by Easterseals, UniqueSource and PennDOT.

**ESSENTIAL DUTIES & RESPONSIBILITIES****As the License Technician:**

1. Ensure the security of the Photo Center and its contents including but not limited to: overlay, cards, security disk, and cancelled photo card.
2. Process customers in a pleasant, professional, efficient manner, including but not limited to:
  - a. Request the proper form of identification from the customer;
  - b. Verify identification;
  - c. Determine validity of camera card;
  - d. Position the customer for photo and taking photograph;
  - e. Assure quality of photo and finished license;
  - f. Issue the finished license to the correct customer;
  - g. Maintain the daily log and security log;
  - h. Shred or cancel camera cards, as appropriate;
  - i. Assist customer with questions and problems related to their driver's license.
3. Assure daily operation of the Photo License Center, including but not limited to:
  - a. Open and close the Photo Center as scheduled;
  - b. Report (via telephone) to the appropriate person the time of opening each morning;
  - c. Maintain the cleanliness and orderliness of the Photo Center;
  - d. Wear the required uniform while working;
  - e. Operate the Center in compliance with the UniqueSource Manual;
  - f. Report "downtime" to UniqueSource;
  - g. Batch daily audits and forwarding each week's work as instructed;
  - h. Maintain a weekly inventory of stock, supplies, and ordering, as needed;
  - i. Answer general customer inquiries regarding the photo license program.
4. Be cognizant of all security and safety regulations set forth by UniqueSource.

**As the Service Facilitator:**

5. Direct customers in a pleasant, professional, and efficient manner. Accurately and courteously provide approved information related to driver licensing procedures and policies. Listen to and comprehend what the customer's needs are and then speak clearly and give precise instructions in a timely manner.
6. Prepare the Photo customers by informing them of the proper identification required.
7. Have thorough knowledge and understanding of the policy and procedures of the Photo ID program. Comply with all policies and procedures.
8. Perform the daily operations of serving customers in the Photo License Center, including: be on time to open and close the center as scheduled, report by telephone of any requested information, and the orderliness of the center.
9. Report any security breach upon discovery to the site supervisor and UniqueSource management. This includes, but is not limited to, unruly customers or situations that are not appropriate in a place of business.
10. Perform other duties as assigned by supervisor.

**EQUIPMENT USED/MACHINERY REQUIRED TO OPERATE**

Includes, but is not limited to:

- Office Equipment (i.e., telephone, copy machine, calculator, fax machine, etc.)
- Computer
- Computerized camera equipment

**PHYSICAL DEMANDS**

- Must be able to lift, carry, push, or pull up to ten pounds as needed.
- Photo License Techs are required to sit the majority of the time; may involve walking, bending, squatting, reaching, and moving about for brief periods of time. Service Facilitators are required to sit, stand and/or walk frequently throughout the day depending on the layout/circumstances of the individual site locations.

**QUALIFICATIONS**

- High School Diploma or G.E.D. preferred.
- Previous experience in dealing with the public preferred such as retail or public service. Participation in a training program for public contact is acceptable.
- Acceptable Criminal Record Check completed by Easterseals required.
- Acceptable UniqueSource Form 11.5M received upon submission of completed Form 11.3 (Criminal Record Check) required. This clearance is processed through UniqueSource. This clearance must be obtained prior to start date; a security background check of the applicant will disclose no information that would compromise the security of the photo license program.
- Acceptable FBI Clearance required.

**Specialized Skills/Abilities/Knowledge:**

- Be flexible in work assignments.
- Communicate information efficiently and effectively in verbal and/or written form.
- Exercise sound judgment.
- Interact effectively and professionally with employees, program participants, and others.
- Maintain confidentiality, where applicable.
- Possess strong customer service skills.
- Show initiative.
- Solve problems efficiently and effectively.
- Think analytically.
- Work alternative shifts, as assigned.
- Work cooperatively as part of a team.
- Work independently.
- Comprehend oral training and written instruction on both a one-on-one, and a group setting.

Employee Name: \_\_\_\_\_

- Communicate effectively with supervisor, co-workers, and the general public in person.
- Utilize the telephone to assist with customer service.
- Examine (visually) the finished product in order to ensure that quality standards are met.
- Compare (visually) license characteristics (height, name, etc.) with the customer in order to verify that the license is accurate and belongs to that customer.
- Perform repetitive data entry functions and processing requiring extended periods of time sitting.
- Transport (physically) a box or carton of supplies weighing up to ten pounds from the delivery area to the supply area inside the work site.
- Must have high degree of patience and understanding with the ability to communicate clearly.
- Must have the manual dexterity to operate the camera system.
- Boot up, log on, operate, log off and bring down the PC system and peripherals, including the replacement of printer ribbons.

**SUMMARY**

Information contained in this Job Description represents the standard method of accomplishing the duties of this position. The preceding Essential Duties & Responsibilities are not intended to be an exhaustive list of tasks and functions for this position. Other tasks and functions may be assigned as needed to fulfill the mission of the organization. Reasonable accommodations may be considered as required and/or requested.

\_\_\_\_\_  
License Technician/Service Facilitator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date