

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

MOTORIST ASSISTANCE SPECIALIST

POSITION CODE: 28490  
Effective: 2-1-88

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs varied clerical activities requiring some independent judgment in the disposition of citizen telephone inquiries; provides rudimentary counseling to citizens; maintains a log on calls received and mails material to the general public on the Vehicle Emission Inspection Program.

ILLUSTRATIVE EXAMPLES OF WORK:

1. By telephone, receives questions and requests for information, and/or service complaints concerning the activities and procedures on the Vehicle Emission Test Law; explains policies and procedures of the law.
2. Provides general information concerning the operation of the vehicle test stations; provides rudimentary counseling to motorists concerning their rights under federal and state law.
3. Assists citizens on requests with mailing of form letters, brochures and other informative material such as: qualifying for exemption on vehicles, entitlement to free repairs, vehicle emission test notices, etc.
4. Documents through the log sheet all calls received; directs citizens to correct party to resolve problems.
5. Operates a CRT for retrieval of information to research a consumer's record for correct information so that driving privileges will not be revoked.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## MOTORIST ASSISTANCE SPECIALIST (Continued)

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires one year of general work experience involving extensive public contact.

#### Knowledges, Skills and Abilities

Requires working knowledge of general office procedures, practices and principles.

Requires good hearing and ability to speak clearly using good diction and proper grammar in the choice of words.

Requires elementary knowledge and operation of a CRT.

Requires ability to learn and to apply working knowledge of the vehicle emission inspection standards, pertinent requirements of state and federal law and consumer protection resources available to motorists.

Requires ability to communicate effectively with the public on a one-to-one basis.

Requires ability to deal tactfully with individuals in difficult situations.

Requires ability to work independently and efficiently following established guidelines and procedures.

Requires ability to maintain accurate records, files and logs.

Requires ability to communicate effectively both verbally and in writing.

Requires ability to explain test results and assist motorist in a courteous and helpful manner.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.