

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Program Specialist 1 Position Number: 21013, 22138

Location: Helena

Department: Transportation

Program Area: Asset Strategy, Operations, and Maintenance

Division and Bureau: Motor Carrier Services/Commercial Vehicle Operations

Job Overview: The Motor Carrier Services Division, Commercial Vehicle Operations Bureau (CVO), is responsible for integrating multiple software systems that support the sale of permits, commercial vehicle titling, and registration. This includes analyzing and accounting for transactions related to oversized/overweight permits, SuperLoad permitting, crash data, titling, FMCSA data and query reporting, and the International Registration Plan (IRP). Key responsibilities include financial transaction analysis, system support, business analysis, and stakeholder training.

This position performs a variety of technical and analytical functions, including ensuring internal controls are followed, reviewing data quality across systems, and supporting interfaces between CVO systems and the State's financial and Criminal Justice Information Network (CJIN) systems. The position reports to the Motor Carrier Services Operations Manager (Position #22071) and does not supervise other staff.

Essential Functions (Major Duties or Responsibilities):

Financial Transactions and Compliance – 20%

- Analyze financial transactions to ensure revenue is accurately categorized by type.
- Process and verify all permit and IRP refunds.
- Manage past-due IRP accounts, including daily batch processing, carrier outreach, and referrals to collections.
- Verify daily deposits to ensure all checks received are accounted for before submission to the Treasury.

- Manage inventory and assignment of handwritten permit books in the permit system to officers and LPB staff.
- Manage the MCS systems and credit card processor system to correct errors and assist Carriers when needed.
- Archive MCS files, including IRP, permits, and refunds.

System Functions and Business Analysis – 75%

IRP/IFTA System Responsibilities

- Track and respond to CITS (Change, Incident, and Task System) inquiries from IRP Vendor.
- Create test scripts as necessary for system testing.
- Assist in researching and documenting CITS; verify UAT release notes to determine testing needs.
- Enter Canadian exchange rates into the IRP system as received from IRP Inc.
- Participate in bi-weekly meetings with IRP Vendor to review issues and status updates.
- Prioritize CITS for upcoming Change Control Board (CCB) meetings.
- Update training materials to reflect system changes; notify remote offices and LPB of updates and distribute revised documentation.
- Process and verify IRP transmittal reports and submit data to the IRP Clearinghouse.
- Prepare and deliver training for internal and external users on all aspects of MCS systems.

Permitting and Automated Routing System Responsibilities

- Develop and review business cases, including problem statements, proposed solutions, cost-benefit analysis, strategic alignment, and risk assessment.
- Identify and resolve requirement gaps, conflicts, and business risks.
- Translate business needs into functional specifications; manage changes in the absence of a systems analyst.
- Collaborate with IT, analysts, and stakeholders to assess technical feasibility and recommend solutions.
- Document and validate prototypes and mock-ups, conduct usability reviews and post-implementation assessments.
- Design and execute test plans; manage change requests and issue resolution.
- Serve as liaison between IT, stakeholders, and vendors; maintain strong working relationships.
- Communicate technical and business concepts clearly to both technical and non-technical audiences.
- Support project documentation, including charters, project plans, and test deliverables.

Support to Commercial Vehicle Operations Bureau / Licensing & Permitting Section

- Assist in drafting procedures, creating forms, and developing training plans.
- Conduct training for officers and L&P technicians.
- Support transaction management and resolve transaction errors.
- Contribute to special projects as assigned.
- Collect, analyze, and maintain calibration data for WIM systems to ensure accuracy and compliance.
- Perform regular analysis and oversight of key systems including Drivewyze, 360 SmartView, ScaleIT, and Truck Parking platforms.
- Conduct weekly reconciliation of ScaleIT and MCSEARS data to ensure consistency and accuracy across systems.
- Review and correct inspection data within the SafeSpect system to uphold data quality standards.
- Serve as a backup for data entry into the Electronic Vehicle and Motor Carrier Management System (EVMMS).

Other Duties – 5%

- Maintain a desk manual documenting daily procedure; update within two weeks of any change.
- Identify and recommend process improvements to enhance operational efficiency.
- Participate in special projects, workgroups, and committees.
- Exchange information with agency staff, vendors, and the public.
- Assist in training new staff and provide backup support to other MCS Division personnel.
- Attend continuing education and training sessions.

Supervision

If this incumbent supervises others, please list each employee supervised and the position number:

The number of employees supervised is: n/a

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

Work is performed in a typical office environment.

Knowledge, Skills and Abilities (Behaviors):

- This position assesses program, and client needs to ensure alignment with strategic objectives and service delivery goals.
- The incumbent collaborates with community members, internal teams, and external stakeholders to identify necessary programs and services, and recommends or implements improvements to enhance program effectiveness.
- Plan outreach activities to promote awareness and engagement.
- The role also involves reviewing, interpreting, and monitoring compliance with applicable guidelines, laws, and regulations.
- The incumbent prepares reports to support decision-making and may provide training or technical assistance to partners and stakeholders.
- Additional duties may include investigating complaints or suspected violations and coordinate program committees or working groups.
- Developing procedures to support program operations and continuous improvement.
- Understanding of accounting principles, policies, and procedures.
- Familiarity with state and federal regulations related to financial and operational compliance.
- Proficiency in information systems and statewide accounting software (e.g., SABHRS).
- Knowledge of data analysis methodologies and research techniques.
- Working knowledge of MDT policies and procedures.
- Proficiency in standard office software applications (e.g., Microsoft Word, Excel, Outlook).
- Ability to learn, interpret, and apply State and Federal laws, rules, and regulations.
- Proficient in using personal computers, office software, and standard office equipment.
- Strong analytical and problem-solving skills, including the ability to identify and resolve system or human errors across multiple systems.
- Effective written and verbal communication skills.
- Ability to evaluate and improve business processes and workflows.
- Self-motivated with a strong work ethic and a positive, service-oriented attitude.
- Able to manage multiple priorities and meet deadlines in a dynamic environment.
- Demonstrates initiative and sound judgment in complex situations.
- Capable of working independently and collaboratively.
- Committed to continuous learning and professional development.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to an Associate's degree, two years of college, or vocational training in accounting, finance, business, or a related field..

This position requires a minimum of 3 years of experience in accounting, debt collection, credit/finance, or a related area.

dAlternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- ☒ Fingerprint check
- ☒ Valid driver’s license
- ☐ Background check
- ☐ Other; Describe
- Union Code
- Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor

Title

Date

Administrative Review

Title

Date

My signature below indicates that I have read this job description.

Employee

Title

Date

Human Resources Review

Job Code Title: Program Specialist 1 Job Code Number: B1J011

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☒ Telework Available

☐ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Signature

Title

Date