



JOB TITLE: DMV CLERK

Department: Department of Motor Vehicle's
Supervisor: DMV Director
Supervision Exercised: NONE
Exempt Status: Hourly
Benefits Eligibility Status: Eligible
BOCC Approval: 03/22/2017

SUMMARY

Primary responsibilities of this position include the following: deliver excellent customer service both in person and on the phone. Handle customer, dealership and financial institution transactions, process applications for titles, collect Idaho sales tax, process vehicle registration and other DMV related services. Accuracy is critical. Interpret, apply and explain provisions of the Idaho vehicle code and departmental rules, regulations and policies to ensure proper title or registration type. Perform general clerical duties and balance cash drawer and credit card receipts at the close of each day. Review forms and documents from the customer for compliance with policies, procedures and laws. Collect and maintain confidentiality and security of customer sensitive personal information in compliance with state privacy laws. Keep current on changes in legislation, administrative rules, and agency policies. Can be high volume and high stress at times.

Work typically involves regular and recurring work situations that require a moderately high degree of complexity as incumbent operates from well-established policies but must frequently use judgment in difficult situations in helping customers obtain title and registration. Work typically requires the ability to multitask under minimal supervision on duties and responsibilities that require the ability to carry out instructions and to solve practical problems. Communicates most frequently with others outside the organization including members of the public, in person, via phone and in writing. Also communicates regularly within the department with coworkers and supervisors and with other departments within the County. Work has a distinct impact on the operations of the department's efficiency and effectiveness. Work also has a distinct impact on the County and State in generating and collecting revenue. Work is typically performed in an office environment with occasional exposure to outdoor conditions when the incumbent inspects vehicles. Does not typically involve travel.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to, the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time:

- Provides assistance to the public in attaining title and registration to a variety of vehicles including, but not limited to, automobiles, boats, ATVs, mobile homes, motor homes, utility and travel trailers, and commercial trucks and trailers. Issues temporary vehicle registrations and issues new, replacement and temporary disability placards. Intermittent high stress during periods of heavy activity. Accuracy is critical.
- Based on information received from the customer, determines conformance with title/registration requirements and explains, verbally or in writing, what additional information or actions may be needed to complete transactions.
- Conducts inspections of vehicle serial numbers by physically inspecting the vehicle for such numbers. May require research to locate serial numbers and knowledge of procedures when numbers cannot be located. Assigns HIN numbers for untitled/registered boats.
- Calculates and collects Idaho sales tax on the purchase of vehicles when not collected by dealers.
- Assists members of the public, title companies, and financial agencies in converting manufactured homes to real property.
- Conducts daily balance of cash, check and credit card transactions to State report and to individual cash drawer(s). Verifies all sticker transactions issued each day. Verifies title transactions each day prior to sending the report to the designated state agencies.
- Processes new and renewal license registrations and title transactions sent by mail. Provides verbal or written communication of additional requirements needed for transactions not able to be completed.
- Processes title applications for local and out-of-state dealerships and financial institutions. Provides verbal or written communication of additional requirements needed for transactions not able to be completed.
- Completes appropriate forms and processes required for refunds or cancellation of transactions in compliance with state auditor requirements.
- Answers phones, greets customers and answers inquiries related to registration and licensing in a professional and polite manner. Directs incoming calls and visitors to the appropriate contact.
- Files documents, maintains correspondence, and performs other regular clerical duties as related to the position or as assigned. Opens and sorts mail arriving within the department.

SECONDARY FUNCTIONS

- Supplies vendors with information as requested.
- Provides out-of-state numbers and addresses to customers when needed.
- Performs all other duties as assigned.

JOB SPECIFICATIONS

- Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent required. One to two years general college education, business or office courses preferred.

- Two to three years of recent experience in a clerical position or related field required.
- Must be able to read and comprehend Idaho Motor Vehicle Law and State procedure manuals.
- Ability to attend annual title and registration classes as required by the State or County.
- Must be able to pass annual background checks.
- Frequently handles confidential or otherwise sensitive information.
- Skillful operation of standard office equipment and electronic recording devices; typing skills of forty-five (45) WPM preferred; data entry skills; neat and legible handwriting; filing skills.
- Proficient in Word and Excel programs.
- Ability to pay attention to detail; ability to work quickly and accurately; ability to prioritize.
- Ability to work independently with minimal supervision.
- Must possess good organizational, telephone, and communication skills.
- Must have good judgment and discretion.
- Proficient grammar, spelling and punctuation skills as used in the composing and proofreading of documents, memos, and other correspondence.
- Ability to perform basic financial transactions and to balance the cash drawer to daily transactions. Proficient math skills as needed in regular transactions of monies generally including addition, subtraction, multiplication, and division as well as determining percentages for fees and sales tax.
- Ability to communicate effectively, both orally and in writing, including the ability to work with a wide range of members of the public in providing them with services.
- Ability to develop and maintain harmonious working relationships with others, both inside and outside the organization.

PHYSICAL ABILITIES & WORKING CONDITIONS

Ability to perform those physical activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires continual communication (hearing and talking, both in person and over the telephone); frequent fingering, grasping, walking, and repetitive motions. Requires good general vision. Requires ability to stand for long periods of time and occasionally lift up to 25 pounds

Disclaimer: This job description is not an employment agreement or contract, and management reserves the right to modify it when necessary.

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____