



Twin Falls County DMV Supervisor

SALARY	\$29.35 Hourly	LOCATION	Twin Falls County, ID
JOB TYPE	Full-time	JOB NUMBER	202600070
DEPARTMENT	Assessor	OPENING DATE	08/24/2026
CLOSING DATE	Continuous		

Position Information

Apply ONLINE at www.twinfallscounty.org

Job Description

CLASSIFICATION SUMMARY

The Motor Vehicle Supervisor manages the daily operations of Twin Falls County Motor Vehicle Licensing and Titling at the Twin Falls and Buhl locations. The Buhl location operates as a hybrid office where assigned employees provide both Motor Vehicle Licensing and Titling and Driver's License services.

The Supervisor is responsible for supervising and training staff, maintaining efficient office operations, ensuring transactions are completed accurately and in compliance with applicable laws and procedures, and ensuring funds collected by the department are properly accounted for. The Supervisor is expected to maintain a strong working knowledge of department functions and to assist employees and customers at the counter during busy periods, staffing shortages, or as otherwise needed. The position requires strong leadership, sound judgment, dependability, initiative, attention to detail, adaptability, and a commitment to excellent public service.

Duties / Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

- Manages the daily operations of Motor Vehicle Licensing and Titling at the Twin Falls and Buhl locations.
- Supervises, trains, schedules, supports, and evaluates employees and participates in hiring and personnel matters.
- Oversees the Buhl hybrid office, where assigned staff perform both Motor Vehicle Licensing and Titling and Driver's License functions.
- Maintains sufficient knowledge of the functions performed by supervised employees to provide guidance, resolve problems, and maintain continuity of service.
- Ensures employees are properly trained and kept current on changes in laws, regulations, policies, procedures, and computer systems.
- Ensures motor vehicle titles, registrations, license plates, and related transactions are processed accurately and in accordance with applicable State and County requirements.
- Ensures Driver's License functions performed at the Buhl office are completed in accordance with applicable State requirements.

- Oversees the collection, balancing, accounting, and proper distribution of department funds.
- Reviews and resolves unusual or complex title, registration, licensing, and customer-service issues.
- Handles escalated or difficult customer situations professionally.
- Reviews records, reports, title work, and other transactions for accuracy and compliance.
- Assists customers and performs front-counter duties during busy periods, staffing shortages, or as operational needs require.
- Oversees operations at both locations and travels between the Twin Falls and Buhl offices as necessary. County transportation is provided for required travel between offices during working hours.
- Monitors employee time records and staffing needs.
- Communicates significant operational, staffing, or customer-service issues to the County Assessor and recommends improvements when appropriate.
- Coordinates with other County departments, State agencies, financial institutions, dealerships, and other organizations as needed.
- Maintains confidentiality and represents Twin Falls County professionally.
- Adapts staffing, workflow, training, and office procedures as operational needs and the delivery of County services change.
- Performs other duties as assigned.

Qualifications

CLASSIFICATION REQUIREMENTS:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge, Skill and Ability to:

- Lead, supervise, train, and support employees in a busy public-service environment.
- Learn, interpret, apply, and explain laws, regulations, policies, and procedures related to motor vehicle licensing and titling.
- Maintain sufficient knowledge of Driver's License functions performed at the Buhl hybrid office to effectively supervise employees and office operations.
- Maintain a high level of accuracy while managing multiple priorities and frequent interruptions.
- Review documents and identify incomplete, inconsistent, or potentially fraudulent information.
- Oversee cash-handling, balancing, and accounting procedures accurately.
- Exercise sound judgment and independently resolve problems within established laws, policies, and procedures.
- Communicate clearly and professionally with employees, customers, County officials, State agencies, and other organizations.
- Remain professional and effective when dealing with difficult or upset customers.
- Use computers, office equipment, and job-related software effectively.
- Maintain accurate records and confidential information.
- Work cooperatively as part of the Motor Vehicle team and assist with front-counter operations when needed.
- Adapt to changes in laws, technology, staffing, procedures, and service delivery.

ACCEPTABLE EXPERIENCE AND TRAINING:

- High school diploma or GED; and
- Five years of progressively responsible experience in customer service, administrative operations, public service, financial transactions, records management, or other closely related work; and
- Demonstrated experience or ability in leading, training, or supervising employees.
- Management or formal supervisory experience is preferred.
- An equivalent combination of education and relevant experience that provides the knowledge, skills, and abilities necessary to successfully perform the essential functions of the position may be considered.
- Must successfully complete any background investigation required for the position and remain eligible for employment with Twin Falls County.

Employer

Twin Falls County

Address

P.O. Box 126

Twin Falls, Idaho, 83303

Phone

208-736-4174

Website<http://www.twinfallscounty.org>