

Owyhee County

Class Specification

Motor Vehicle Specialist

Pay Grade: 4

FLSA Designation: Non-Exempt/Covered

Effective Date: 10/01

Revised: 05/15/07

Class Primary Summary

The primary function of an employee in this class is to provide effective customer service in processing a variety of vehicle related transactions including titles of ownership, new and renewal registrations, and issuing license plates according to state law and Idaho Transportation Department directives, policies and operating procedures. A Motor Vehicle Specialist must possess strong clerical and customer service skills; he/she acquires knowledge of Department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of Department policies and procedures. The nature of the work requires the employee to read, understand and apply changing directives, policies and operating procedures. The work is performed under the supervision of the Deputy Assessor-Motor Vehicle Supervisor. The principal duties of this class are performed in a general office environment; Vehicle Identification Number (VIN) inspections are performed outdoors and include exposure to inclement weather conditions.

Essential Duties and Responsibilities (Illustrative Only)

- Answers incoming phone calls and greets walk-in customers, processes new and renewal motor vehicle registrations and title transfers, provides general information to the public, answers questions and inquiries regarding motor vehicle registration, titles, taxes and assessments, accepts payments, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;
- Processes payment from the public and issues receipts for licensing of cars, pickup trucks, trailers, motorcycles, snowmobiles, boats and other on-road or off-road, commercial and non-commercial vehicles;
- Processes a variety of vehicle title transactions such as new titles, transfer titles, repossession titles, out-of-state titles, dealer titles, and others by completing and witnessing appropriate forms; collects state sales tax as needed;
- Reviews title applications to ensure specific criteria is met and the form is completed properly;
- Performs Vehicle Identification Number (VIN) inspection and verification;
- Receives and processes mail renewals, including outgoing mailings;
- Performs data entry;
- Files registrations alphabetically and numerically;
- Maintains and updates files on a regular basis; maintains daily file of transactions;

- Collects and records motor vehicle registration, state sales tax, and recreational vehicle registration payments;
- Processes and logs dealer title transactions into central computer system;
- Balances funds received daily;
- Balances monthly activities with daily reports and cash; reports the same to the County Auditor;
- Issues drivers licenses;
- Inventories and stocks license plates;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Updates, verifies, and maintains address, registration, title, valuation, ownership, transfer, and related computer files for motor vehicles;
- Receives, records, copies, verifies, proofs, and maintains a variety of documents;
- Conducts research of documents for customers, including dealerships and financial institutions;
- Files documents into appropriate folders; reorganizes files as needed;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Serves as back-up to the Deputy Assessor at the satellite office;
- Regularly reviews publications, memos and/or directives to become and remain current on the principles, practices and new developments in assigned work areas;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Current state codes and County ordinances governing motor vehicle, recreational vehicle, and trailer title, valuation, ownership, registration, and exemptions;
- Operation of standard office equipment, including a cash register and personal computer and job-related software applications;
- All aspects of motor vehicle licensing and titles, including general knowledge of the laws of other states to initiate title changes;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, and punctuation;
- Cash handling and balancing policies and procedures;
- Current office practices and procedures;
- Bookkeeping, filing, and record keeping practices and procedures.

Ability to:

- Understand and follow oral and/or written policies, procedures and instructions;
- Evaluate and analyze customer needs to provide exceptional customer service in person and by telephone;
- Learn Department functions thoroughly to provide general information and explain detailed Department processes and procedures;

- Read, interpret and apply laws, resolutions, ordinances, codes, and contracts;
- Explain regulatory compliance issues related to the Department's function;
- Apply State requirements for motor vehicle license issuance as required in a variety of often unique situations;
- Identify specific requirements for various situations related to motor vehicle licensing, registrations, titling, and related transactions;
- Maintain detailed and accurate computerized motor vehicle data;
- Prepare accurate and reliable reports containing motor vehicle and financial information;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Respond courteously to customer inquiries, including under stressful or adversarial circumstances;
- Work well under pressure;
- Communicate effectively both orally and in writing.
- Operate standard office equipment, a cash register, and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, local elected and appointed officials, and the public;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency is required;
- Some general office or customer service experience is preferred, or;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho drivers license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, accurately process motor vehicle transactions, prepare and review documents and process them in a prescribed order, and organize documents and materials;

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, flexibility, agility, and balance, ability to lift and/or move up to 80 pounds occasionally, sit or stand for extended periods of time, with or without reasonable accommodation, which permits the employee to work in an office environment and perform VIN inspections.