

LANCASTER COUNTY MOTOR VEHICLE CLERK I

NATURE OF WORK

This is entry level clerical work assisting the public in processing motor vehicle registration renewals and driver's license payments.

Employees in this class are responsible for working directly with the public in explaining and assisting in the process of motor vehicle registrations and payment of a Nebraska driver's license. Work involves operating a computer keyboard for direct data entry of motor vehicle registrations, driver's license payments, door greeter, answering telephone calls, filing/maintaining records and balancing a cash drawer. Once trained, employees are expected to work independently within prescribed procedures and legal requirements. Supervision is received from a technical or administrative superior with work being reviewed in the form of accuracy, procedural compliance, and customer interaction.

EXAMPLES OF WORK PERFORMED

Operate a computer keyboard for direct data entry of motor vehicle registration renewal information and driver's license payment information; collect registration fees and identify, obtain, and issue appropriate license plates and/or stickers.

Accurately maintain assigned cash drawer, printing cash drawer report and completing daily balance sheet.

Perform related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Some knowledge of the methods of handling, receipting, and maintaining records of money received.

Some knowledge of office practices, procedures, and equipment.

Some knowledge of governmental statutes and legal documents related to motor vehicle registration renewals.

Ability to deal in a tactful and courteous manner with the general public.

Ability to establish and maintain effective working relationships with coworkers and the general public.

Ability to communicate effectively both orally and in writing.

Ability to maintain accurate filing systems.

Ability to work with computers and computer programs.

Skill in the operation of a business calculator.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent with six months of experience in performing general clerical work involving considerable public contact or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

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