

LANCASTER COUNTY
MOTOR VEHICLE CLERK II

NATURE OF WORK

This is responsible clerical work assisting the public in processing motor vehicle assessments, motor vehicle titles and motor vehicle registrations.

Employees in this class are responsible for working directly with the public in explaining and assisting in the process of motor vehicle registration, assessment, and titling. Work involves operating a computer keyboard for direct data entry of motor vehicle assessment, title, and registration information, processing incoming mail, answering phone calls, 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. This class is distinguished from Motor Vehicle Clerk I by added complexity, responsibility, and discretion of clerical assignments.

EXAMPLES OF WORK PERFORMED

Operate a computer keyboard for direct data entry of motor vehicle assessment, title and registration information; receive and assist customers in registering, assessing and licensing privately-owned motor vehicles; process incoming mail including verifying payment amounts, documenting/typing registration renewals, generating repossession, duplicate and salvage titles and record liens notation(s); door greeter, answer incoming telephone calls, providing general and specific motor vehicle information concerning motor vehicle processing in the state of Nebraska and City and County tax rates; communicate with other County and State officials regarding customer vehicle status/compliance.

Assess new and used motor vehicles including cars, trucks, trailers, boats, motorcycles, snowmobiles, recreational vehicles and mobile homes based on type, vehicle age, cost, tonnage and taxing district; confirm proper insurance, calculate new vehicle sales tax and wheel tax, determine and collect registration fees and identify, obtain and issue appropriate license plates and/or stickers; ensure proper forms, signatures and inspection provided in obtaining new, duplicate, repossessed, salvage and lien-hold titles; compute and issue customer refunds.

Document out-of-state titles and returned mail in the computer system; file registrations and titles alphabetically and license plates alphanumerically; accurately maintain assigned cash drawer, printing cash drawer report and completing daily balance sheet; inventory and stock counter area supplies; collect driver's license payments.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

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 titling, assessment, and registration.

Some knowledge of vehicle types and models.

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 accurately assess and document property and sales tax costs.

Ability to maintain written records and 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 two years of experience in performing 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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