

LANCASTER COUNTY
MOTOR VEHICLE TEAM SUPERVISOR

NATURE OF WORK

This is responsible supervisory work managing, coordinating, scheduling, assisting, and overseeing Motor Vehicle Clerks in processing motor vehicle assessments, titles, and registrations.

An employee in this class is responsible for assigning and evaluating the work performed by Motor Vehicle Clerks. Work involves assisting in coordinating workflow to and from subordinate staff, scheduling work assignments and responding to subordinate requests for assistance/information. Work also involves communicating procedural and regulatory changes to staff, scheduling and coordinating work teams for special projects and maintaining file records and reconciliation and balancing of daily business for the office. Individuals within this class work independently exercising initiative in complex problem-solving and oversight activities. Supervision is received from an administrative superior with work reviewed in the form of reports, conferences and results achieved.

EXAMPLES OF WORK PERFORMED

Supervise, schedule, assign and evaluate the work performed by Motor Vehicle Clerks; assist in coordinating workflow to and from subordinate staff; assist in interviewing and selecting job candidates; oversee training programs for new Motor Vehicle Clerks; develop office procedures based on administrative interpretation of legislated statutes and governmental requirements; communicate procedural and regulatory changes to staff.

Calculate daily reconciliation and balancing reports.

Manage clerks to promote optimal team functioning in a high-volume environment; respond to complaints and take corrective action when needed.

Provide ongoing informational support and assistance to subordinates acting as a supervisory resource with regard to motor vehicle titling, registration, and assessment; provide motor vehicle personnel support and coordinate work teams for special projects as needed; assume Motor Vehicle Manager responsibilities in manager's absence.

Responsible for atypical or complex motor vehicle titling, assessment or registration issues involving telephone, correspondence or personal contact with the public, lending institutions or County authorities; communicate with other county and state officials regarding customer vehicle status/compliance; maintain computerized and written motor vehicle records and filing systems.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of office practices, procedures and equipment.

Considerable knowledge of motor vehicle laws, regulations and requirements.

Knowledge of vehicle types, models, and assessment methodologies.

Knowledge of computer hardware and general computer software applications.

Knowledge of basic accounting principles and methods.

Ability to plan, organize, assign, supervise and evaluate the work of subordinate staff.

Ability to make operational decisions in accordance with departmental policies, State DMV regulations and State Statutes under stressful situations.

Ability to establish and maintain effective working relationships with co-workers, County authorities and the public using principles of good customer service.

Ability to communicate effectively both orally and in writing.

Ability to maintain both computerized and written records and filing systems.

MINIMUM QUALIFICATIONS

Associate's degree with coursework in business administration or related field with two years of experience in supervising subordinates in moderately complex 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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