

LANCASTER COUNTY MOTOR VEHICLE SPECIALIST

NATURE OF WORK

This is responsible clerical work assisting the public in processing motor vehicle assessments, titles, registrations and driver's licenses and mentoring Motor Vehicle Clerks or Driver's License Clerks involved in the same tasks.

Employees in this class are responsible for working directly with the public in explaining and assisting in the process of motor vehicle registration, assessment, titling and obtaining a driver's license. Work involves operating a computer keyboard for direct data entry of motor vehicle assessment, titling, registration and driver's license information, processing incoming mail, answering phone calls, maintaining records and balancing a cash drawer. This class is differentiated from the Motor Vehicle Clerk and Driver's License Clerk in that employees act as information specialists, providing general employee direction and training new employees. Employees are expected to work independently to assist co-workers in solving immediate problems, handling unusual customer requests and developing training programs for new employees. Supervision is received from a technical or administrative superior with work being reviewed in the form of accuracy, customer and co-worker interaction and observed work competencies of newly trained employees.

EXAMPLES OF WORK PERFORMED

Operate a computer keyboard for direct data entry of motor vehicle assessment, title, registration and driver's license information; operate specialized photographic equipment to obtain driver's license and identification photographs and assemble printed license information; assist customers and provide direction to Motor Vehicle Clerks/Driver's License Clerks in processing motor vehicle registrations, assessments, titles and driver's licenses; develop and provide training programs for new Motor Vehicle Clerks and Driver's License Clerks; assist in the communication and development of office protocols and procedures.

Assess new and used motor vehicles based on type, vehicle age, cost, tonnage and taxing district; determine and collect registration fees and issue appropriate license plates and/or stickers; ensure proper forms, signatures and inspection provided in obtaining vehicle titles; compute and issue customer refunds.

Process incoming mail; document out-of-state titles and returned mail in the computer system; answer incoming telephone calls providing general and specific motor vehicle and driver's license information regarding motor vehicle processing and licensing in the state of Nebraska and City and County tax rates; reconcile cash drawer with daily cash report and balance sheet; perform filing tasks as needed; inventory supplies and periodically stock counter/work area.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of office practices, procedures and equipment.

Knowledge of governmental statutes and legal documents related to motor vehicle titling, assessment and registration.

Knowledge of vehicle types, models and assessment methodologies.

Ability to make operational decisions based on agency policies under potentially stressful circumstances.

Ability to conduct on-the-job training and provide informational support to employees.

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

Ability to establish and maintain effective working relationships with co-workers and the general public.

Ability to communicate effectively both orally and in writing.

Ability to maintain written records and filing systems.

Skill in the operation of a computer keyboard and business calculator.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with six months of experience in performing and training 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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