

LANCASTER COUNTY
DRIVER'S LICENSE 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 applications payments.

Employees in this class are responsible for working directly with the public in explaining and assisting in the process of obtaining 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 information payments, using camera equipment to take driver's license photographs, 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, including processing new and renewal licenses, commercial driver's licenses, photograph identifications, duplicate licenses, learner's permits and school permits; operate specialized photographic equipment to obtain driver's license and identification photographs; assemble photographs with printed license information; file expired and invalid driver's licenses.

Instruct customers and verify accurate completion of various driver's license, voter registration and organ donor cards and forms; answer incoming telephone calls providing general and specific driver's license information; process mail including sending driver's license forms to out of county or out of state applicants and notifying customers of additional action needed to obtain licensure.

Accurately maintain assigned cash drawer, printing cash drawer report and completing daily balance sheet, inventory form and film supplies and stock counter/photograph area.

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, procuring a driver's license.

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 ~~computer keyboard and photographic processing equipment~~ 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.

4/97 4/21

PS2910

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 ~~typing title 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 ~~computer keyboard~~ and business calculator.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent with ~~six months~~ 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.

4/97 4/21

PS2912

RULE 4 - PERSONNEL POLICY BOARD

4.1 Meetings and Procedures

The Board shall meet at least quarterly and, based upon the recommendations of the Personnel Officer, shall determine the frequency, day, and place of its meetings in order to best carry out the responsibilities entrusted to it.

4.2 Organization

The Board, as appointed and organized in accordance with the provisions of state law, shall not be bound by any rules of order, evidence, or procedure in its meetings, hearings, or investigations, except such as it may itself establish, or is otherwise outlined in these Rules.

4.3 Powers and Duties

The Personnel Policy Board shall have the powers and duties assigned to it by statute and by these Rules.

4.4 Quorum (04/21)

~~Four (4)~~ Three (3) members of the Board shall constitute a quorum for the transaction of business and ~~three (3) affirmative votes shall be required for final action on any matter acted upon by the Board, except that no business shall be transacted unless one of the members appointed by the Board of County Commissioners or the elected department heads and one of the members appointed by the classified employees who are by the County personnel system are present at the meeting.~~