



**Class Title: Deputy Assessor – Motor Vehicle Specialist    Pay Grade: \_\_\_\_**

**FLSA Designation: Covered**

**Established: 2-09**

**Revised:**

**Class Summary/Primary Function**

The principal function of an employee in this class is to provide customer service at the Motor Vehicle Division by processing a variety of vehicle related transactions including, titles of ownership, new registrations, and issuing license plates according to State law and Idaho Transportation Department directives, policies and operating procedures. A Motor Vehicle Specialist must possess strong clerical and customer service skills; he/she acquires knowledge of Department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of Department policies, procedures, and functions. The work is performed under the general supervision of the Assessor or Chief Deputy Assessor. The nature of the work requires the employee to read, understand and apply changing directives, policies and operating procedures. The principal duties of this class are performed in a general office environment.

**Essential Duties and Responsibilities (will vary by assignment)**

- Receives payment from the public and issues receipts for licensing of cars, pickup trucks, trailers, motorcycles, snowmobiles, boats and other on-road or off-road, commercial and non-commercial vehicles
- Renews and processes the renewal of motor vehicle registrations; sells license plate stickers and issues receipts for the same;
- Processes a variety of vehicle title transactions such as new titles, transfer titles, repossession titles, out-of-state titles, dealer titles, and others by completing and witnessing appropriate forms; collects state sales tax as needed;
- Reviews title applications to ensure specific criteria is met and the form is completed properly;
- Processes registrations for license mail-out system; processes mail-in renewals;
- Corresponds with out-of-state banks and loan companies requesting title and notarized contracts as necessary to complete the processing of titles;
- Operates computer terminal to update license and title records;
- Files registrations;
- Conducts file searches on registrations for banks, loan companies and law enforcement agencies when requested;
- Maintains and updates files on a regular basis; maintains daily file of transactions;
- Runs daily and monthly reports of activities;
- Balances cash drawer with daily report;
- Balances monthly activities with daily reports and cash;

- Provides customer service on all Motor Vehicle Department policies, procedures and practices; explains processes and procedures to the public in person or on the telephone; quotes fee requirements for various types of transactions;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Prepares, files, distributes, and maintains a variety of documents, reports, correspondence, log sheets, applications, and related documents;
- Performs general office support duties including, but not limited to, data entry, customer service, preparing and maintaining reports, records, and logs, and routine office equipment maintenance;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

#### **Other Duties and Responsibilities**

- Cross-Trains in all functions of the Assessor's office;
- Regularly reviews publications, memos and/or directives to become and remain current on the principles, practices and new developments in assigned work areas;
- Performs VIN inspections and documents discrepancies in VIN, mileage or other areas;
- Performs other related duties as required.

#### **Competency Requirements:**

Knowledge of:

- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures.

Ability to:

- Read, interpret, explain and apply laws, resolutions, ordinances, codes, and contracts related to the functions of the Motor Vehicle office;
- Interpret and clearly explain Motor Vehicle Department functions, policies, and procedures;
- Prepare, review, and maintain files, records, reports, databases, and correspondence, determining content and follow-up, if required ;
- Operate a cash register or cash drawer and provide accurate change to customers;
- Accurately count and balance monies;
- Maintain detailed and accurate computerized motor vehicle data;
- Communicate effectively, both orally and in writing;
- Maintain effective working relationships with other County employees, supervisory personnel, state and local elected officials and the public;
- Prepare accurate and reliable reports containing motor vehicle and financial information;
- Respond to citizen requests in a courteous manner;
- Identify specific requirements for various situations related to motor vehicle licensing, registrations, etc.;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Maintain a professional demeanor during stressful situations;

- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Maintain individual and transaction confidentiality.

### **Acceptable Experience and Training**

- High school diploma or GED; and
- One (1) year administrative, clerical or customer service experience, or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the duties of this job.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, organize and maintain accurate files, and prepare documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment;
- Sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to lift or move objects that weigh up to 30 lbs. and to work in an office environment.
- Jobs in this class require performing repetitive hand movement in gripping, fingering, and hand/wrist/arm movements. Related job tasks may require walking, standing, sitting, lifting, stooping, squatting, kneeling, bending, crouching, pushing, grasping, and reaching.