

DEPARTMENT: COUNTY CLERK
CLASSIFICATION: COMPETITIVE
APPROVED: DECEMBER 17, 2015

MOTOR VEHICLE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: Incumbents in this position are responsible for examining and processing a wide variety of transactions related to the licensure of operators of motor vehicles and the registration of such vehicles. Responsibilities include the review of licensure and registration applications and supporting documents; the processing of license and registration documents either manually or through the use of a computer terminal; and the computation and collection of associated fees. The work involves extensive interaction with the public and is performed in accordance with State regulations and department policies. Work is performed under the direct supervision of a higher-level titled employee. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Reviews applications for all types of learners permits, licenses, registrations, sales tax, and insurance; and checks visual display unit when necessary for current status, i.e., continuity, expiration, suspension and revocation;
2. Checks applications for accuracy and completeness of information and assists applicants in proper completion of forms;
3. Checks supporting documents for: proof of date of birth, identity, address, record of physical and mental health, record of conviction, proof of insurance, ownership, inspection, odometer readings, federal highway use tax, truck mileage tax, overweight permits, distance and axle declarations, sales tax liability and proper placement of signature;
4. Accepts or rejects application based upon evaluation of validity and accuracy of information submitted and requesting additional or clarifying information;
5. Explains personally to the applicant the reasons why an application is rejected;
6. Edits applications to insure conformity to established computer codes, note proofs submitted and return proofs not requiring attachment, approves application by signature and date of transaction;
7. Conducts eye test examinations to determine eligibility and administers written and oral tests for various classes of licenses;
8. Schedules, reschedules or cancels road tests upon request of motorist in person or writing;
9. Answers questions from the public personally or by telephone concerning legal and technical requirements for permits, licenses and registrations;
10. Processes mail and answers correspondence, operates photographic device and records data required;
11. Processes applications by manual validation, or electronic device, entering and verifying entered information in appropriate computer fields;
12. Requests additional applicant information if computer is unable to process transaction;
13. Completes fee transactions before releasing documents, plates and stickers to applicants;
14. Implements backup processing mode, which requires different procedure to complete transactions, when the system is down, records and stores transactions in retrieval format for later "on-line" processing;
15. Reports and files appropriate forms for missing security item;
16. Accepts surrendered plates and registration determining destruction or storage of same and issues proper receipts;
17. Computes fees, collects payments, makes change and documents checks so as to provide an audit trail;
18. Issues receipts for insurance lapses after examination of required proofs;
19. Issues receipts and collects appropriate fees for duplicate titles, title only and sales tax only transaction;
20. Prepares batch number control cards for each category of computer transaction;
21. Determines type or cause of malfunction or rejection response by the computer and takes appropriate action;
22. Issues correct forms, gives information and dispenses numbers for queuing system;
23. Maintains confidentiality of customer file information.

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MOTOR VEHICLE REPRESENTATIVE CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of New York State Motor Vehicle and Traffic Law as it relates to the issuance of drivers licenses and vehicle registrations; working knowledge of modern office terminology, procedures, equipment and business arithmetic and English; skill in the use of a computer keyboard and mouse; ability to use a computer mouse and keyboard at an acceptable rate of speed; ability to communicate effectively both orally and in writing; ability to deal effectively with the public; ability to organize and maintain accurate records and files; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases; ability to perform close, detail work involving considerable visual effort and concentration; ability to make arithmetic computations accurately and rapidly; clerical aptitude; mental alertness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. An Associate's Degree in accounting, business administration or closely related business field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees **and** one (1) year of full-time paid customer service experience working with the public which involved working with currency; **OR**
2. Two (2) years of full-time paid office clerical experience **and** one (1) year of full-time paid customer service experience working with the public which involved working with currency.

NOTE:

Office Clerical experience is experience that involved filing, typing, using a computer keyboard and mouse, telephone, letter writing, account-keeping, photo-copying, mail, alphabetizing, assembling of records, coding, etc. Part-time experience will not be pro-rated.

SPECIAL REQUIREMENTS FOR APPOINTMENT:

1. Candidates must be United States citizens.
2. Candidates conditionally offered an appointment will be subject to a Department of Criminal Justice Services (DCJS) "full search and retain" and Federal Bureau of Investigation (FBI) fingerprint screening. The fingerprint screening must be returned as negative for 49 CFR 1572.103, Disqualifying Criminal Offenses, in order to be appointed. Candidates will be disqualified from appointment if the fingerprint screening is returned as positive.
3. Candidates must become certified to be a CDL test examiner within one (1) year of permanent appointment. Employees must maintain active certification as a condition of continued employment.