

ASHE COUNTY JOB DESCRIPTION

JOB TITLE: VEHICLE REGISTRATION CLERK I TAX ADMINISTRATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs clerical work in the processing of vehicle registrations, titles and related documents for the County operated NC Division of Motor Vehicles. Employee must exercise initiative and independent judgment in performing assigned tasks and ensuring accurate records. Employee must exercise tact, courtesy and firmness in frequent contact with the general public. Reports to the Vehicle Registration Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

Processes vehicle registration renewals, issues renewal stickers, collects and receipts renewal fees.

Processes vehicle title work due to ownership changes and other reasons, determines amount due, collects and receipts fees.

Completes and notarizes documents as required by NCDMV, determines, collects and receipts notary fees.

Provides assistance to public and handles telephone calls as needed with respect to NCDMV rules and regulations.

Produce required reports, balance cash drawer and prepare bank deposit daily with respect to NCDMV fees and notary fees.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and 1 to 2 years of experience in clerical procedures, including some experience in the operation of data entry or computer equipment, and some experience involving public contact; or any equivalent combination of education, training and experience which provides the required skills, knowledge and abilities.

SPECIAL REQUIREMENTS

Possession of Notary Public commission or ability to obtain one within a reasonable amount of time. Applicant may be required to complete three weeks of intense training

through the NC Division of Motor Vehicles prior to beginning work.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of methods and procedures used to process forms and receive funds in the registration and licensing office of the State: general knowledge of State Motor Vehicle titling and licensing procedures and practices; general knowledge of modern office practices; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to operate standard office and computer equipment; ability to enter data with speed and accuracy; ability to establish and maintain effective working relationships with associates and general public.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, printers, typewriters, calculators, copiers, facsimile machines, etc. Must be physically able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Work involves sitting most of the time, but may involve walking or standing for brief periods of time.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, forms, statements, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral and written instructions. Must be able to communicate effectively in a variety of technical languages including tax terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of office equipment. Must have minimal levels of eye/hand/foot coordination.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear; (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear) Must be able to communicate via telephone.