

GENESEE COUNTY

MOTOR VEHICLE SERVICE REPRESENTATIVE (HELP Program)

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 license 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 established by the County Clerk. Though generally assigned to the Motor Vehicle office, incumbents may, at times, be assigned to the County Clerk's office. Work is performed under the direct supervision of a Senior Motor Vehicle Service Representative. General supervision is received from the Deputy County Clerk(s). Supervision of others is not a responsibility of this class. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Receives the public at the counter, information area, or by telephone, interviews them to evaluate the inquiry, and provides information and/or forms as necessary to complete their transaction;

Examines mail and counter applications for accuracy and completeness, approves or rejects applications and requests clarifying or additional information if needed;

Edits and processes each application on the computer terminal to insure that it conforms to the established computer codes and enters the appropriate fees and notations. Uses visual screen as required to verify or supplement material.

Interprets computer rejection responses and takes required action. Refers to supervisor any applications that may require Central Office processing, determinations as to physical handicaps, and any discrepancies in money, plates, documents, etc.;

Resolves insurance problems, consults with supervisor as necessary;

Monitors, corrects, and scores written and oral examinations. Schedules road test examinations. Operates image capture workstation for photo-licensing and non-driver identification cards;

Assumes responsibility and accounts for collected fees, preparing a cashier memo of all daily receipts for accounting and audit purposes. Accounts for all documents, stickers, plates, and other security items assigned to station. Maintaining password security/confidentiality. Securing all monies, stamps, documents, etc. when leaving workstation;

Identifies and reports all overages, shortages and excess fees as defined in procedures. Reconciles all overages and shortages. Batches work accordingly;

May be asked to obtain Notary Public license and perform notary functions for the public upon demand, maintaining a journal and enforcing strict notary practices;

May be assigned to the Recording Office.

May be required to perform audit check on monies received and prepare bank deposits to complete the daily accounting and clerical tasks pertinent to the office;

Performs routine typing and clerical tasks, as assigned;

Compiles data for and assists in the preparation of monthly reports.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Working knowledge of the procedures and practices relating to the issuance of the licenses and registrations processed by the office, working knowledge of the pertinent sections of the Vehicle and Traffic Law, and of the rules and regulations of the Commissioner of Motor Vehicles; ability to deal effectively with the public; ability to handle money transactions accurately and effectively; ability to type with acceptable speed and accuracy; integrity; courteousness; tact.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately quiet.

MINIMUM QUALIFICATIONS: Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education, AND EITHER:

A. Two (2) years of full-time, paid clerical experience,
OR:

B. Any equivalent combination of training and experience indicating the ability to perform the duties of the job.

NOTE: Part-time, paid experience as defined in (A) above will be considered on a prorated basis.

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NOTE: Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience noted above on a year for year basis.

Special Note: Effective June 3, 2008: The New York State Department of Motor Vehicles announced the amendment to the Regulations of the Commissioner of Motor Vehicles, Section 3.3. The amendment will require prospective employees of the Department of Motor Vehicles who will be involved in the issuance of an enhanced drivers license or non-driver identification card (pursuant to section 503(2)(f-1) or 491(2) of the Vehicle and Traffic law) to comply with the following criteria: 1) must be a United States citizen, and 2) has undergone a State and FBI fingerprint based criminal history background check as required under an agreement between the Department of Motor Vehicles and the federal Department of Homeland Security entered into pursuant to 8 CFR 235.1 and section 7209 of the intelligence reform and terrorism prevention act of two thousand four, public law 108-458, and such search indicates that such employee or agent has not been convicted of, or charged with, a disqualifying offense as set forth in 49 CFR 1572.103.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.