

City of Cordova Position Job Description

Motor Vehicle Customer Service Clerk

DEPARTMENT: POLICE
SUPERVISOR: COMMUNICATIONS CLERK LEADER
CLASSIFICATION: PART TIME, OVERTIME ELIGIBLE, IBEW BARGAINING UNIT
HOURS: OFFICE HOURS, 8 AM – 4 PM, TUES – THURS

SUMMARY

The Motor Vehicle Customer Service Clerk provides Alaska Department of Motor Vehicle field services to the Cordova community.

GENERAL STATEMENT OF DUTIES

The Customer Service Clerk interacts with the public, processes applications, enters motor vehicle-related data and handles payments for service in accordance with the Commission Agent Agreement for Professional Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides excellent service to all customers in obtaining a driving permit, driver license, state ID card, motor vehicle title and/or registration, and any of the specialized permits.
- Greets members of the public in a professional manner; answers the telephone courteously and in a timely manner.
- Effectively communicates and interacts with a diverse population interpreting and applying the Motor Vehicle Act, other statutes, regulations, policies and procedures in person, over the phone, and in writing.
- Operates the DMV's computer system, testing equipment, and digital camera & printer equipment.
- Enters motor vehicle and drivers' license information into computerized system; updates data base with renewing personal and vehicle information.
- Administers written driver examinations and associated road tests for vehicle and motorcycle licenses.
- Furnishes forms and applications for registration; registers vehicles, issues titles, plates and tabs for vehicles, boats, snow-machines, and ATV.
- Processes applications and issues drivers' licenses, learner and handicapped permits, and state identification cards.

- Processes transactions, computes and collects fees, and balances money collected with computer record of transactions.
- Collects and remits local sales tax on transactions.
- Collects payments for dog licenses and citations.
- Reconciles daily batch work with monies collected, prepares daily credit card settlement reports, prepares and records the daily bank deposits in accordance with the financial requirements noted in the Commission Agent Agreement for Professional Services.
- Maintains privacy of Alaska License and Vehicle Information Network (ALVIN) records, associated personal information, integrity of the ALVIN system, and accountability for all received documents.
- Provides information on the Organ and Tissue Donor Program; enrolls individuals in the program.
- Responds to citizens' questions and comments in a courteous and timely manner.

MINIMUM QUALIFICATIONS

- A. High School Diploma or GED.
- B. Valid Alaska Driver's License with no revocations.
- C. Three (3) years' driving experience in Alaska.
- D. Twenty-one (21) Years of age or older at the time of hire.

PREFERRED QUALIFICATIONS

- A. Six (6) months' customer service experience.
- B. Six (6) months' cash handling experience.

NECESSARY COMPETENCIES (KNOWLEDGE, SKILLS, ABILITIES, BEHAVIORS)

- A. Thorough understanding of motor vehicle titles, registrations, driver permits, licenses, and ID cards.
- B. Working knowledge of basic cash management processes.
- C. Excellent interpersonal, problem-solving, and verbal and written communication skills.
- D. Ability to manage multiple tasks with frequent interruptions while remaining calm, organized and accurate.
- E. Ability to enter data quickly and accurately.
- F. Ability to work independently, making correct decisions and ask for assistance as necessary.
- G. Ability to maintain composure and use diplomacy and tact when dealing with public.
- H. Ability to carry out orders with precision and speed and make quick and accurate decisions.
- I. Ability to maintain a positive work atmosphere by acting and communicating in a manner that is respectful and fosters teamwork.
- J. Ability to serve the public courteously, without discrimination.
- K. Ability to listen carefully, process information, and respond appropriately to the public.

REQUIRED TECHNICAL SKILLS

Knowledge of computers, retrieval of computer information and electronic data processing and transmission; proficient in a Windows environment, including word processing and spreadsheet software; knowledge of general office practices.

LEGAL REQUIREMENTS

As a condition of employment, this position is subject to a background check (criminal history, verification of education and employment history).

WORKING CONDITIONS

Work is accomplished in a general office setting.

PHYSICAL DEMANDS OF POSITION

Capable of sitting for extended periods of time. Clarity of speech and sufficient hearing, with or without reasonable accommodation, which permits the employee to explain laws and ordinances. Sufficient vision, with or without reasonable accommodation, which permits the employee to use a computer screen and process numeric data. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a computer keyboard and access files. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to move about in an office environment.

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.