

SUPERVISING MOTOR VEHICLE CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position oversees and is responsible for supervising motor vehicle clerks engaged in the provision of clerical support in the Department of Motor Vehicles. An employee in this position would be expected to perform the following functions: supervisory duties which include scheduling and maintaining coverage, assigning employees to a specific unit or function within their title, job and performance counseling; interpreting changes in rules and regulations and modifying office procedures accordingly and disseminating to staff; researching and rectifying problem transactions which cannot be processed by other office staff; performing any work that may be required of a clerical title in a lower grade. This position differs from Motor Vehicle Clerk because of the full supervisory responsibility. General direction is received from higher level administrative staff. Supervision is exercised over the work of lower level employees, including performance counseling and appraisals, and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises a unit of program support employees including the distribution and review of work, coverage of all unit activities, assigning employees to a specific unit or function within their title, and job and performance counseling;
2. Audits cashiering receipts and accounts for and reconciles all monies received; prepares bank deposits and statements;
3. Assists subordinate staff in responding to public in difficult or non-routine situations;
4. Contacts New York State Department of Motor Vehicle personnel to resolve customer problems;
5. Oversees enforcement procedures, i.e., suspension and revocation of licenses and registrations;
6. Keeps abreast of work flow, identifying problems and making recommendations for staffing and/or modifications to procedures to the supervisor;
7. Interprets regulations regarding motor vehicle transactions, adjusts office procedures to conform to changes in regulations.

SUPERVISING MOTOR VEHICLE CLERK (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the specific laws, rules, regulations and procedures related to the issuance of licenses and registrations for motor vehicle operation and ownership;
Knowledge of customer services practices necessary for interacting with staff and the public and resolving problems;
Knowledge of computational skills to verify calculations, reconcile monies and record revenue;
Knowledge of automated on-line motor vehicle system to enter and retrieve information in a variety of formats;
Knowledge of supervisory practices including scheduling and organizing work flow, resolving staff and procedural problems and evaluating employee performance;
Ability to speak knowledgeably and with authority about program functions and to advise staff on how to address situations that occur;
Ability to train employees in departmental procedures and guidelines;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and four years of full-time clerical work experience which included public contact, one year of which was supervisory (at least two employees).

NOTE: College education may be substituted for work experience on a year for year basis (30 credits equal to one year), for the non-supervisory clerical work experience only.

SPECIAL REQUIREMENT:

1. CITIZENSHIP: United States Citizenship is required.
2. FINGERPRINT/BACKGROUND CHECKS: Both Federal and State fingerprint/background checks are required.

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