

PRINCIPAL MOTOR VEHICLE CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position, while responsible for the performance of clerical support functions for the Department of Motor Vehicles, has additional responsibility for training and accountability for significant technical and enforcement proceedings. This position acts as a technical resource person for Motor Vehicle Clerks, answering questions which others in the office would not have the training to address. This position differs from Motor Vehicle Clerk because of the responsibility for specialized unit duties. In addition, an employee at this level is required to respond to problem transactions brought to them from Motor Vehicle Clerks and to initiate action to address the problems. Work is performed independently under prescribed guidelines, with unusual or precedent changing problems referred to the attention of the supervisor. This position may be responsible for supervising 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. Assists subordinate staff in responding to clients and public in difficult or non-routine situations;
2. Maintains inventory of forms for satellite offices and orders special pamphlets for other county departments;
3. Performs enforcement procedures such as collect licenses under suspension or revocation, issues conditional and restricted use licenses; collect civil penalties; clear license and registration suspensions;
4. Gives formal training sessions and "hands-on" experience to new employees;
5. Responsible for scheduling road tests and maintaining schedules;
6. Supervises pending area (written tests), maintaining security and supplies;
7. Reviews decisions regarding the acceptance of documents; resolves difficult problems by calling New York State Department of Motor Vehicles.

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 to act as a resource and independently perform the work activities associated with that program;

Knowledge of customer services practices necessary for interfacing with staff and the public and to interpret changes in regulations and modify existing systems;

Knowledge of computational skills to verify calculations, reconcile monies, record revenue, maintain inventories and to keep track of unit activities;

PRINCIPAL MOTOR VEHICLE CLERK (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (Cont'd)

Knowledge of automated on-line motor vehicle system to enter and retrieve information in a variety of formats;

Skill in operating office equipment to produce work accurately and efficiently;

Ability to speak knowledgeably and with authority about program functions and to advise staff on how to address situations that occur;

Ability to act independently in carrying out the daily functions of a program or service;

Ability to train and direct employees, schedule coverage, organize work flow and resolve problems;

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 involved public contact.

NOTE: College education may be substituted for work experience on a year for year basis (30 credits equal to one year).

SPECIAL REQUIREMENTS:

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

CL3449

ADOPTED: 07/03/99

REVISED: 06/18/08