

BANNOCK COUNTY **CLASS SPECIFICATION**

MOTOR VEHICLE TECHNICIAN/TRAINER

Department: Assessors
FLSA Designation: Non-Exempt

Pay Grade: 6
Effective Date: 10/04, 08/09

Purpose of Class

Provides training for motor vehicle technicians and assists the public with motor vehicle registration and titles; performs related work as required.

Primary Function

The principal function of an employee in this class is to train motor vehicle technicians and provide effective customer service in new and renewal motor vehicle registrations and titles, information, records documentation, application assistance, and research. A Motor Vehicle Technician/Training must possess strong training and clerical and customer service skills; he/she acquires knowledge of Department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of Department policies and procedures. The work is performed under the supervision of the Motor Vehicle Supervisor, but considerable latitude is granted for the exercise of independent judgment and initiative. This position provides working supervision of new Motor Vehicle Technicians during training period. The principal duties of this class are performed in a general office environment; Vehicle Identification Number (VIN) inspections are performed outdoors and include exposure to inclement weather conditions.

Essential Duties and Responsibilities (will vary by assignment)

- Supervises, coaches, answers questions and provides on-the-job training for new motor vehicle technicians;
- Provides problem-solving expertise for department in resolving difficult situations;
- Answers incoming phone calls and greets walk-in customers, processes new and renewal motor vehicle registrations and title transfers, provides general information to the public, answers questions and inquiries regarding motor vehicle registration, titles, taxes and assessments, accepts payments, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;
- Performs Vehicle Identification Number (VIN) inspection and verification;
- Performs data entry;
- Receives and processes mail renewals, including outgoing mailings;
- Collects and records motor vehicle registration, state sales tax, and recreational vehicle registration payments and title fees;
- Processes and logs dealer title transactions into central computer system;
- Balances funds received daily;

- Updates, verifies, and maintains address, registration, title, valuation, ownership, transfer, and related computer files for motor vehicles;
- Receives, records, copies, verifies, proofs, and maintains a variety of documents;
- Conducts research of documents for customers, including dealerships and financial institutions;
- Files documents into appropriate folders; reorganizes files as needed;
- Monitors inventory of office supplies, plates, forms, and petty cash and ensures an adequate supply is available;
- Performs office opening procedures;
- Performs basic maintenance of office equipment;
- Performs complex registration, title transfer, and related functions, including out-of-state registrations and transfers;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Backs up other supervisors in their absence;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Current state codes and County ordinances governing motor vehicle, recreational vehicle, and trailer title, valuation, ownership, registration, and exemptions;
- Employee supervision and training procedures and techniques;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, and punctuation;
- Current office practices and procedures;
- Accounting, bookkeeping, filing, and record keeping practices and procedures.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Implement Department functions thoroughly to provide information and training and explain detailed Department processes and procedures;
- Apply, implement, and train employees in regulatory compliance issues related to the Department's function;
- Maintain records efficiently and accurately;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Respond courteously to customer inquiries, including under stressful or adversarial circumstances;

- Follow written and oral instructions;
- Work well under pressure;
- Operate standard office equipment, a cash register, and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, subordinate and supervisory personnel, local elected and appointed officials, and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; and
- Two (2) years progressive experience in County DMV office is required, or;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a cash register, personal computer and standard office equipment;
- Sufficient personal mobility, flexibility, agility, and balance, ability to lift up to 50 pounds, sit or stand for long periods of time, with or without reasonable accommodation, which permits the employee to work in an office environment and perform VIN inspections.