

MOTOR VEHICLE SERVICES REPRESENTATIVE

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. Work is performed under the direct supervision of a higher level titled employee. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Reviews applications for all types of learners permits, licenses, registrations, sales tax and insurance; checks visual display unit when necessary for current status, i.e.; continuity, expiration, suspension and revocation;

Checks applications for accuracy and completeness of information and assists applicants in proper completion of forms;

Checks supporting documents for: proof of date of birth, identity, address, record of physical and mental health, record of conviction, proof of insurance, ownership, inspection, odometer readings, federal highway use tax, truck mileage tax, overweight permits, distance and axle declarations and sales tax liability;

Accepts or rejects application based upon evaluation of validity and accuracy of information submitted and requests additional or clarifying information;

Explains personally to the applicant the reasons why an application is rejected;

Edits applications to insure conformity to established computer codes, note proofs submitted and return proofs not requiring attachment. Approves application by signature and date of transaction;

Conducts eye test examinations to determine eligibility and administers written test for various classes of licenses;

Schedules, reschedules or cancels road tests upon request of motorist in person or writing;

Processes road tests;

Answers questions from the public personally or telephonically concerning legal and technical requirements for permits, licenses and registrations;

Processes mail and answers correspondence;

Operates photographic device and records data required;

Processes edited and approved applications by manual validation, or electronic teleprocessing device, entering and verifying entered information in appropriate computer fields;

Requests additional applicant information if computer is unable to process transaction;

Completes fee transactions before releasing documents, plates and stickers to applicant;

Implements backup processing mode, which requires different procedure to complete transactions, when the system is down, records and stores transactions in retrieval format for later "on-line" processing;

Reports and files appropriate forms for missing security items;

Accepts surrendered plates and registrations determining destruction or storage of same and issues proper receipts;

Computes fees, collects payments and makes change;

Issues receipts for insurance lapses after examination of required proofs;

Issues receipts and collects appropriate fees for duplicate titles, title only and sales tax only transactions;

Prepares batch number control cards for each category of computer transaction;

Determines type or cause of malfunction or rejection response by the computer and takes appropriate action.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of New York State Motor Vehicle and Traffic Law as it relates to the issuance of drivers licenses and vehicle registrations; good knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; ability to operate a personal computer and utilize software programs; ability to deal effectively with the public; ability to understand and interpret written information; ability to make arithmetic computations accurately and rapidly; ability to keep records related to the work; clerical aptitude; mental alertness; tact; courtesy; physical condition commensurate with the demands of the position.

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid, or its part-time equivalent, clerical experience such as: maintaining records, preparing reports or correspondence, entering, retrieving and updating data or closely related duties, which must have involved public contact.

NOTE: Advanced education degree received will be accepted in lieu of the minimum education noted.

APPROVED: SEPTEMBER 7, 1989

REVISED: 12/30/14, 5/22/19

CIVIL SERVICE CLASSIFICATION: COMPETITIVE