

Head Motor Vehicle Examiner Tompkins County

Department: County Clerk

Classification: Competitive

Labor Grade: White Collar Grade 12

Approved: 2/2023

By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from high school or possession of a high school equivalency diploma AND five years of full-time paid (or the equivalent part-time and/or volunteer) clerical, account-keeping or business experience, two years of which must have involved transactions related to driver licensing or vehicle registration; OR
- (b) Seven years of clerical, account-keeping or business experience, two years of which must have involved transactions related to driver licensing or vehicle registration; OR
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENTS:

1. Appointees must be certified as a Notary Public within six months of appointment.
2. In accordance with a directive of the United States Department of Homeland Security and the New York State Department of Motor Vehicles, employees involved in the manufacture or production of "Enhanced Driver's Licenses" and "Enhanced Identification Cards", or who have the ability to affect the identity information that appears on such driver's licenses or identification cards are subject to the following:
 - the candidate must be a citizen of the United States,
 - must submit to a name and fingerprint based criminal background check,
 - will be subject to a thorough employment history check,
 - all references from prior employment will be validated, and
 - the candidate is subject to all other appropriate employment eligibility verifications as required by Federal and State law.

DISTINGUISHING FEATURES OF THE CLASS:

The work requires a high level of customer service skill and involves extensive interaction with the public. The work involves responsibility for determining eligibility for driver licenses and vehicle registration, assisting in preparing financial reports and bank deposits and directing and supervising the work of Motor Vehicle staff in the absence of the Deputy County Clerk. Work is performed under the general supervision of the County Clerk and Deputy County Clerk in accordance with the provisions of the Vehicle and Traffic Law and Procedures issued by the Commissioner of Motor Vehicles. Duties require the auditing of all monetary functions of the office and require a thorough understanding of all phases of the office operation. The work is distinguished from that of Senior Motor Vehicle Examiner by the performance of lead worker duties in the absence of the Deputy County Clerk. The work is performed under the general direction of the County Clerk and the direct supervision of a Deputy County Clerk. Moderate autonomy is required to carry out details of this work. Supervision is exercised over the work of Senior Motor Vehicle Examiners and Motor Vehicle Examiners in the absence of the Deputy County Clerk. The incumbent will perform

all related duties as required.

TYPICAL WORK ACTIVITIES:

- Leads and participates in reviewing applications for learner's permit, licenses and registrations and checking supporting documents for adequacy and completeness;
- Processes transactions manually and/or electronically;
- Computes, collects and accounts for license and registration fees, making change as necessary;
- Acts as a cashier and transmits information using computer terminal;
- Conducts vision, road sign and written tests;
- Receives and sorts license plates and pre-numbered stickers and documents, checks invoices to verify accuracy of shipment, and enters data on inventory received into the computer;
- Provides information to public and assists in completing various forms and applications;
- Operates a variety of office equipment in performing work, such as computer, camera, calculator, and eye examination equipment;
- Trains new employees on work procedures, job functions and requirements of the unit;
- Relieves clerical staff of complex or difficult problems by independently handling and resolving such problems as required;
- Assists with the installation of new or modified policies and procedures;
- Inventories and orders motor vehicle forms and other supplies for the office;
- Assists in compiling and preparing reports of transactions, receipts and expenditures for submission to the State Motor Vehicle Department;
- Closes the office by locking up secured documents, license plates, cash drawers, file cabinets, work station and desk drawers, doors and the safe;
- Opens the office by unlocking doors, work stations and desk drawers and file cabinets, printing computer reports, opening the safe,
- Performs general clerical tasks as needed;
- Attend work related training seminars as required;
- Totals daily revenues, complete deposits slips, and deliver bank deposits to the County Clerk and/or bank as required;
- Supervises the Bureau and staff in Deputy County Clerk's absence;
- Assists in conducting performance evaluations with Deputy County Clerk;
- Assists with implementation of hiring procedures with the Deputy County Clerk.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of New York State laws, rules, and regulations governing the issuance of driver's licenses, identification cards, "Enhanced Drivers Licenses", "Enhanced Identification Cards", and vehicle registrations;
- Thorough knowledge of the forms and procedures used and documentation necessary for the issuance of drivers licenses, identification cards, "Enhanced Drivers Licenses", "Enhanced Identification Cards", and vehicle registrations;
- Good knowledge of the procedures and equipment related to operation of a Motor Vehicle Bureau
- Good knowledge of account keeping practices;
- Good knowledge of the principles and practices of providing excellent customer service;
- Good knowledge of business arithmetic and English;
- Ability to work cooperatively with Bureau staff, the public and State-level Dept. of Motor Vehicle staff
- Ability to prepare written material;
- Ability to establish and maintain good interpersonal working relations;
- Ability to exercise good judgment;
- Ability to understand and carry out complex oral and written instructions;
- Ability to understand, interpret and apply a wide variety of Federal, State and Local laws rules and regulations;
- Ability to implement these policies to make the department function as a cohesive unit;
- Tact, courtesy, integrity and efficiency are required;
- A friendly demeanor, courtesy, a desire to provide good customer service, initiative, resourcefulness, neatness, tact, and good judgment are all required;

- The employee's physical and mental condition is commensurate with the demands of the position, either with or without reasonable accommodations.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of license plates, office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to interact with customers as well as understand and carry out detailed instructions. The employee must possess a moderate knowledge and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may moderate visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated with this role. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job. The risk of personal injury is minimal in this role

Mental:

Mental factors include the ability to multitask and prioritize in a fast-paced front-office environment. Mental focus and the ability to offer calm leadership while in a separate physical location from the County Clerk or his/her Deputies is required. The employee will need the aptitude to understand law and regulatory requirements as it relates to the motor vehicle licensing functions. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions multiple times on a daily basis. This work may involve considerable demands from tight deadlines, rush orders and/or frequent exposure to distressing human situations

Environmental:

Environmental factors include the ability to work closely and cooperatively in close physical proximity with staff and customers of the DMV. There will be minimal travel and networking outside of the office environment. The work entails minimal exposure to disagreeable conditions. The employee may at times work alone. A great majority of the work is performed indoors in a temperature-controlled environment, so excessive heat, cold, dust, dirt, grime, humidity, noise, etc., are not factors that are significant to this job.

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