

Motor Vehicle Bureau Supervisor Tompkins County

Department: County Clerk
Classification: Competitive
Labor Grade: Management Grade 84
Approved: 01/01/69
Revised: 2/84; 10/90; 6/91; 4/06; 12/18
By: HH, Commissioner of Personnel

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.

PROMOTION: 4 years of permanent competitive class status as a Senior Motor Vehicle Examiner

SPECIAL REQUIREMENTS:

(A) Appointees must be certified as a Notary Public within six months of appointment.

(B) 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 involves responsibility for directing the activities of and supervising the work of employees in the Motor Vehicle Bureau. The incumbent develops and recommends adoption of internal policies and procedures to provide and maintain the efficient operation of the bureau. 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. The incumbent will perform all related work as required.

TYPICAL WORK ACTIVITIES:

- Assists in the formulation and implementation of departmental policies and procedures for the business administration of the Motor Vehicle Bureau;
- Plans, directs and coordinates various functions of the Bureau such as accounting, payroll and clerical;
- Assists in the implementation of new programs, procedures and methods in order to achieve better efficiency;
- Keeps abreast of new laws and impending charges to the Vehicle and Traffic Law as they pertain to the bureau so that necessary charges can be initiated promptly and effectively;
- Assists in the planning and coordination of matters related to the administration and preparation of the budget, personnel matters, and agency procedures;

- Trains, supervises, evaluates and disciplines staff;
- Disseminates information to the public on all phases of the law and procedures related to motor vehicles.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of pertinent sections of the Vehicle and Traffic Law as they related to the issuance of licenses and registrations;
- Good knowledge of office terminology, procedures and equipment;
- Good knowledge of business arithmetic and English;
- Good knowledge of procedures applicable to the efficient functioning of the Motor Vehicle office;
- Good knowledge of account keeping practices;
- 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;
- 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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