

Motor Vehicle Examiner Tompkins County

Department: Motor Vehicle Department
Classification: Competitive
Labor Grade: White Collar grade 8
Approved: 10/1990
Revised: 5/91; 08/08; 10/16
By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two years of clerical experience involving direct contact with the public.

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

SPECIAL REQUIREMENTS:

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:

This work requires a high level of customer service skill and involves extensive interaction with the public. The work is performed in accordance with state regulations and departmental policies. This position involves the responsibility of reviewing and processing a wide variety of transactions related to the licensure of drivers of motor vehicles and the registration of such vehicles. Responsibilities include the review of license and registration applications and supporting documents; the determination of eligibility for driver's licenses and vehicle registrations 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. Incumbents work under the indirect general supervision of the County Clerk and direct supervision of a Deputy County Clerk. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Reviews and processes applications for all types of licenses, permits and registrations;
- Checks supporting documents for proof of ownership, proof of age, residency, identity, address, insurance coverage, vehicle inspection, etc., for adequacy and completeness of information required;
- Enters data from original documents into computer, checks input for accuracy, and processes transactions;
- Determines type or cause of malfunction or rejection response by the computer and takes appropriate action;
- Computes, receives, and accounts for license and registration fees;
- Receives, counts, and stores license plates, tabs, forms, and other supplies;
- Calculates and collects sales tax payments and determines exemptions;
- Assists in the compilation of records, reports and receipts for submission to the State Motor Vehicle Bureau;
- Conducts vision, road sign, and written tests;
- Schedules appointment for road tests;
- Takes photos for licenses and non-driver identification cards;
- Assists applicants in the proper completion of forms and answers routine requests for information;

- May perform other clerical duties as required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of New York State laws, rules, and regulations governing the issuance of drivers licenses, identification cards, "Enhanced Drivers Licenses", "Enhanced Identification Cards", and vehicle registrations;
- Good 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 principles and practices of providing excellent customer service;
- Good knowledge of departmental terminology, procedures, and equipment;
- Working knowledge of business arithmetic and English;
- Excellent customer service skills;
- Skill in the operation of an alpha/numeric keyboard (speed is not of primary consideration);
- Ability to deal efficiently, effectively and courteously with the public;
- Ability to understand and interpret written information;
- Ability to make arithmetic computations accurately and rapidly;
- 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 condition shall be commensurate with the demands of the position.

Originally created October of 1990

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