

**OCCUPATIONAL DEVELOPMENT CENTER, INC.
JOB DESCRIPTION**

Job Title: Motor Vehicle Registration Clerk Approved by: _____

Salary Range: Unclassified Date: _____

Supervised By: Lead Motor Vehicle Registration Clerk

Supervises: N/A

Personnel Classification: Level _____

GENERAL DESCRIPTION

The Motor Vehicle Registration Clerk collects title and registration revenue for the State of Minnesota, including vehicle titles and registration, Department of Natural Resources title and registration, Game and Fish Licenses and International Registration Plan cab cards and IFTA credentials (Prorate – Grand Rapids only). Responsibilities include actively assisting, supporting and educating customers with registration and title, driver’s license, hunting and fishing, snowmobile, ATV and watercraft questions.

KNOWLEDGE & EXPERIENCE

High school graduate or equivalent. Minimum of two (2) years post-secondary training or experience in general office support, customer service, client relations, customer support, client care or retail/restaurant/hospitality related fields dealing with the general public. Proficient in the use of technology, including Microsoft Office tools, work processing and spread sheet software, with the ability to adapt to new technology. Internet experience is required.

SKILLS & ABILITIES

Ability to adapt to a variety of people; Winning attitude and dedication to ensuring customer satisfaction. Demonstrates consistent capability to productively resolve complex customer interactions. Ability to read, analyze, verify authenticity and interpret rules and procedures to process documents. Must be able to operate telephone, calculator, printer, copy machine, scanner, fax machine, cash register, and credit card machine.

OTHER QUALIFICATIONS

At the direction of the Motor Vehicle Office Manager, pass equivalency tests required and administered by the State of Minnesota. Employment will be contingent on successful completion of a Department of Human Services Background Study.

COMMENTS

Must accept and actively support the Mission and Vision of ODC and adhere to the professional Code of Ethics by; demonstrating sensitivity, respect and an understanding of the special needs of individuals with disabilities; embracing the cultural diversity of experiences and knowledge among the people we work with; serving as a positive role model in dress, speech and behavior; maintaining consumer confidentiality; and, complying with policies and standards set-forth.

Job descriptions are considered to be classification and recruiting tools and are not intended to limit the assignment of work.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Examine documents for accuracy; determine, verify and collect proper fees and taxes and process and enter information into databases or software programs.
2. Maintain accurate records and reconcile daily reports for Motor Vehicle, Driver's License, Department of Natural Resources (DNR) and Game & Fish.
3. Processes documents related to the International Prorate Plan to license over the road vehicles, issue cab cards, International Fuel Tax Agreement credentials, and answer questions by account holders and those hoping to obtain an account. (Grand Rapids only)
4. Accurately answer complex and unique customer inquiries, both in person, on the telephone or via e-mail and provide timely information and options concerning all phases of motor vehicle and driver's license transactions and DNR transactions.
5. Solve customer problems by interpreting their inquiry in the most efficient and professional manner possible. Transfer complex issues to the Lead Motor Vehicle Registration Clerk or Motor Vehicle Office Manager.
6. Utilizes the Triple Check procedures with transactions involving a sanction in another state or an issue with the social security record not matching the driver's license record.
7. Accurate handling of monetary collections and disbursements through individual cash drawers.
8. Operate credit card processing machine and do the necessary paperwork associated with a charged transaction.
9. Keep current on Minnesota Statutes, rules and procedures, and apply that knowledge to specific situations that arise.
10. Adhere to the State of Minnesota's Security and Confidentiality of Data Records policy by practicing and maintaining confidentiality.
11. Perform other duties as assigned and as changing conditions require and new opportunities arise.

I have reviewed these job requirements and verify that I can perform all essential functions of this position.

Signature

____/____/____
Date
