

Grand County, CO

JOB DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental to the performance of their duties, just as though they were actually written out in this job description.

Motor Vehicle Specialist

Department: Motor Vehicle

Pay Grade: 105

FLSA Status: Non-Exempt

JOB SUMMARY

Performs a variety of processing and customer service duties in accordance with federal, state, and local statutes in the administration of motor vehicle titles, registrations, and related documents.

ESSENTIAL JOB FUNCTIONS

- Assists customers at the counter, by telephone, and by mail, by providing specific, complete, and accurate information.
- Processes vehicle titles, liens, and registrations.
- Receives, sorts, logs, and processes mail-in and drop-off vehicle titles, liens, registrations, and persons with disability placards.
- Responds to customer complaints and issues, and refers complex problems to support staff for resolution.
- Verifies all documents and data entry for accuracy to ensure compliance with Colorado Statutes, Rules, and Regulations.
- Calculates and collects appropriate taxes and fees, and issues receipts as needed.
- Operates the cashiering system, maintains the cash drawer, enters accurate check and cash payments, and prepares the deposit of individual cash drawers.
- Maintains assigned inventory.
- Keeps accurate records for retention and corrects records as needed.
- Enforces title and registration procedures established by Colorado Statutes, Rules and Regulations of the Colorado Department of Revenue, and Grand County Policies and Procedures.
- Enforces Secure and Verifiable Identification procedures established by Colorado Statute and Rules and Regulations of the Colorado Department of Revenue.
- Processes motor vehicle transactions, including dealership paperwork, transfers of title, temporary tags, etc.
- Cross-trains with others in the department and performs duties as needed.
- Assists other units of the Clerk and Recorder Department when needed (Recording, Elections).
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or general education diploma (GED); and one (1) year of related experience; or an equivalent combination of education and experience.

Special Qualifications:

A valid State of Colorado driver's license is required at the time of hire and must be maintained throughout employment. Must be able to pass a Colorado Bureau of Investigation background check. This position may require travel to various locations within and outside the County, which may include occasional overnight stays.

Knowledge, Skills, and Abilities:

- Knowledge of Recording and Motor Vehicle Laws and regulations.
- Skill in accounting, communications, public relations, and customer service.
- Skill in archiving and basic computer usage.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, statutes, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret a wide variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to establish and maintain effective working relationships with fellow employees, the public, supervisors, and other County officials.
- Ability to deal with difficult people.
- Ability to work in a frequent customer contact environment.
- Specialized vehicle title and registration software and processes.
- Provide professional customer service to clients and the public.

PHYSICAL DEMANDS

This position involves light work, requiring the ability to exert up to 20 pounds of force occasionally and up to 10 pounds of force to move objects. Essential physical functions include sitting, using hands and fingers to handle or feel objects, talking and hearing, walking, reaching, climbing or balancing, stooping, kneeling, crouching, or crawling. Visual requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The noise level in the office work environment is typically moderate. The employee may be occasionally exposed to moving mechanical parts. The building is not air-conditioned, and the office has south- and east-facing exposures. The position involves frequent exposure to chemicals used in film development.