

COUNTY OF AMELIA

POSITION DESCRIPTION

JOB TITLE: DMV Customer Service Representative
IMMEDIATE SUPERVISOR: County Administrator
LOCATION: Administration Building

PAYGRADE: 4
FLSA STATUS: Non-Exempt
FULL/PART-TIME: Part-Time

GENERAL DEFINITION OF WORK

- Provides quality customer service to DMV customers.
- Processes vehicle registrations and titles for customers, and non-on-line and franchise dealers, tax collection and other DMV services.
- Services to be administered in a customer focused manner and in accordance with statutory and administrative procedural requirements.
- This position is temporary part-time with no additional benefits.

ESSENTIAL FUNCTIONS

- Interpret, explain and apply complex statutes from the Motor Vehicle Code and other laws, rules, regulations, policies and procedures; adapt to frequent regulatory changes.
- Proficient and knowledgeable with DMV Select application.
- Follows procedures for document review and imaging ensuring 100% accountability of recorded liens.
- Analyze records, files and documents to reach logical and legal conclusions; in-depth review of and analyzation of daily reports.
- Work cooperatively with others in a team environment.
- Maintain and document daily inventory control logs for high value assets and documents; maintain positive control of secure storage areas.
- Maintain accurate/balanced cash drawer; reconcile daily fiscal activities; and deposit daily receipts; notifies management immediately of any discrepancies.

KNOWLEDGE, SKILLS AND ABILITIES

- Displays comprehensive knowledge of state local laws and policies concerning DMV Select management.
- Demonstrated proficiency with computer software programs needed to perform these duties such as Excel, Word and Access.

- Ability to act independently to analyze claims made against the County and to account for them correctly.
- Exercises sound judgment, discretion and confidentiality while performing duties.
- Demonstrate the ability to comprehend financial documents.
- Demonstrated ability to effectively communicate both orally and in written form.
- Demonstrated positive professional customer services skills and attitude.
- Comprehend and understand the requirements levied in Privacy Act, Motor Vehicle Code of Virginia and DMV policies and procedures related to DMV Select operations.

EDUCATION AND EXPERIENCE

- Prefer Associate`s Degree in business or finance. Related experience may be received in lieu of degree.
- Experience working in DMV protocols is preferred.
- Considerable experience working with automated financial systems, spreadsheet applications and financial reporting.
- Experience working with accounts/receivable and accounts/payable.
- Experience in a general office setting, preferably in the public sector.
- Must possess a valid Virginia Driver`s License.
- Must pass a criminal background check.

PHYSICAL CONDITIONS AND NATURE OF WORK

- Works in an office setting for the standard County work day.
- Ability to lift up to twenty-five (25) pounds occasionally.

EVALUATION

- Performance will be evaluated on the abilities demonstrated and effectiveness with which the employee accomplishes the listed responsibilities.

Position will remain open until filled. Please contact Holly Steele at (804)561-3039 or by email at holly.steele@ameliacova for additional information. Applications can be found at ameliacova.com.