

## **Town of Urbanna Job Description**

**POSITION: DMV Select Clerk**

**FLSA: Non-exempt**

**GENERAL STATEMENT OF JOB:** The DMV Select Clerk will work in a customer service-focused setting processing DMV Select transactions. The Select clerk will be responsible to complete a high volume of transactions within DMV regulations. This position will require technical and customer service experience.

### **ESSENTIAL JOB FUNCTIONS:**

Thoroughly review all documentation presented by customers, analyze each customer's needs to identify the most appropriate, efficient service solution.

Researches files and automated records as necessary to ensure applications are processed correctly and completely.

Accurately process customer applications for all transactions, according to established policies and procedures.

Effectively addresses difficult transactions and/or upset customers and advises customer of the availability of alternative services.

Effectively applies knowledge of Motor Vehicle Laws, regulations, and operational policies and procedures in a consistent and accurate manner.

Receives performance feedback and makes changes and improvements in own performance.

Processes transactions in an efficient and timely manner as directed by management by limiting idle time, maximizing total time in service when working the front counter. Utilizes time efficiently staying focused on tasks.

Uses the automated system or other established methods to accurately calculate, collect, and reconcile fees and taxes. Balances cash drawer and ensures proper accountability of all monies according to policy and procedures

Ensures assets are properly maintained and secure at all times following guidelines.

Reports any suspicious or potentially fraudulent or criminal activity to CSMA management, Law Enforcement Division as outlined in agency procedures.

Appropriately follows all established safety practices; promptly reports any customer or employee incidents or unsafe work practices to appropriate management personnel.

Perform Document Preparation as assigned in compliance with established policies and procedures.

**EMPLOYEE UTILIZATION IN ADVERSE WEATHER AND EMERGENCY CONDITIONS:**

All Town employees are subject to being assigned to specific positions and tasks during a “Declared Emergency” as support personnel, by the Town Administrator. This would be the same as a regular work assignment and all policies and procedures for duty assignments apply.

**JOB LOCATION AND CONDITIONS:**

Duties are performed in an office environment.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Customer service experience, personal computers, computer information systems, databases and how they support service operations, mathematics and basic accounting practices and principles such as reconciliations.

Interpret, explain and apply complex statutes such as the Motor Vehicle Code, and other laws, rules, regulations, policies and procedures, adapt to frequent statute, policy and procedural changes.

Analyze records, files and other documents to reach logical and legal conclusions.

Proven ability to work well under pressure during peak workload periods, work cooperatively with others in a team environment, communicate in a courteous, professional and tactful manner, both orally and in writing, with all levels of staff and a diverse customer population, complete required employee training, perform work tasks at different work stations within the CSC as assigned, operate all equipment necessary to perform the job.

Must be able to work Monday – Friday with varied hours.

Broad knowledge of and proficiency with personal computers and commonly used Microsoft Office software products to include Outlook, Word, Excel, and Power Point.

Broad knowledge of the Virginia Public Records Act.

Ability to deal effectively with people beyond giving and receiving instructions. Must be adaptable to performing under varied levels of stress and promote and support a positive team environment in the workplace.

Must practice positive customer service skills with the ability to speak with poise, with the ability to speak with poise, voice control and confidence and to articulate information to others.

Establishes and maintains effective working relationships with co-workers and supervisors, and communicates with them in a professional manner.

**EDUCATION AND EXPERIENCE:**

High school diploma or equivalent with some college courses in business administration or related field preferred. Must possess a valid driver’s license with a point balance of less than 6 demerit points and

no major convictions. Must be 21 years of age because of the requirement to perform driver's licensing testing; must consent to a criminal background check.

One (1) to three (3) years of progressively responsible experience in complex administrative work, preferably in a government setting.

Prefer experience with Privacy Protection Act, DMV policies and procedures related to CSC operations.