

## **DMV Customer Service Specialist**

The County of Amelia is accepting applications for a full-time salaried position of DMV Customer Service Specialist. This person shall be a primary customer service representative and technician for the Amelia County DMV Select Office. The successful applicant shall be able to interpret, explain and execute the DMV Select provisions of the Motor Vehicle Code. They must also be able to work independently and be able to multitask. Other specific duties shall include, but are not limited to, maintenance of fiscal transaction records; maintain and document daily inventory control records; and completions and execution of complexed motor vehicle computer entries. They must possess superior customer service skills. A working knowledge of Excel, Access and Word computer programs or other like products is preferred. The successful candidate shall have multi-year experience working as a DMV agent. They must have and maintain a valid Virginia driver's license. Position salary is in wage band 4 (\$25,000 to \$40,000) and shall be based on qualifications. Interested individuals shall obtain an employment application and a detailed job description from either the Office of the County Administrator, 16360 Dunn Street Suite 101 or from the Amelia County website ([www.ameliacova.com](http://www.ameliacova.com)) under the "jobs" tab. Applications can be returned to the Office of the County Administrator, 16360 Dunn Street Suite 101 until 5:00 PM on October 15, 2018. Amelia County is an EOE and maintains a drug free workplace. Drug testing and background check is required. Questions about the application process can be addressed to the Amelia County Administrator's office at (804) 561-3039.

# COUNTY OF AMELIA

## POSITION DESCRIPTION

<b>JOB TITLE:</b> DMV Customer Service Specialist
<b>IMMEDIATE SUPERVISOR:</b> County Administrator
<b>LOCATION:</b> Administration Building

<b>PAYGRADE:</b> 4
<b>FLSA STATUS:</b> Non-Exempt
<b>FULL/PART-TIME:</b> Full-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

### 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.
- Establishes and maintains files.
- 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.
- Possess a minimum five years of experience working in DMV protocols.
- Considerable experience working with automated financial systems, spreadsheet applications and financial reporting.
- Experience working with accounts/receivable and accounts/payable.
- A minimum of three years of 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.