

## MOTOR VEHICLE OFFICE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves supervising employees engaged in the review and processing of transactions related to the licensing of drivers and the registration of vehicles at a motor vehicle bureau office. An incumbent also participates in these activities while assuring adherence to procedures, laws, regulations, and performance standards. Duties are performed under the general supervision of the Director of the Motor Vehicle Bureau, Office of the County Clerk. Direct supervision is exercised over Motor Vehicle Representatives. A Motor Vehicle Office Supervisor does related work as required.

### TYPICAL WORK ACTIVITIES:

- Supervises office personnel in order to assure adherence to procedures, laws, rules, and performance standards;
- Assists employees in completing unusual transactions and in serving difficult customers;
- Schedules and assigns employees and approves use of leave time;
- Orders license plates, registration stickers, and other supplies;
- Oversees and assures security of materials and integrity of cash accountability and internal control systems;
- Assists applicants in the proper completion of forms and answers requests for information;
- Reviews applications for licenses and vehicle registrations for completeness, accuracy of information, and readiness for computer input;
- Indicates approval of applications or advises customer of need for additional data or documentation;
- Processes approved applications by operation of the alphanumeric keyboard of a computer terminal;
- Computes fees, examines money for counterfeits, collects payments, and makes change;
- Provides customer with completed documents and/or license plates;
- Audits transactions and money received and checks reports of transactions;
- Makes bank deposits.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the procedures and equipment used to process vehicle registrations and driver's licenses; good knowledge of the laws and regulations pertaining to the issuance of vehicle registrations and driver's licenses; good knowledge of New York State Tax Law pertaining to the registration of motor vehicles; good knowledge of cashiering principles and practices; good knowledge of business arithmetic and English; ability to deal effectively with the public in a tactful and courteous manner; ability to make change accurately and rapidly; ability to operate alphanumeric keyboards at an acceptable rate of speed and with a high degree of accuracy; ability to understand oral and written directions; ability to supervise the work of others; ability to interpret and explain changes in the vehicle and traffic law; [-physical condition sufficient to perform the essential functions of the position.](#) ~~physical condition equal to the demands of the position.~~

### MINIMUM QUALIFICATIONS:

*PROMOTION:* One year of permanent service as a Motor Vehicle Representative.

*OPEN COMPETITIVE:* Graduation from high school or possession of a high school equivalency diploma and two years of experience involving the processing and issuance of vehicle registrations and/or drivers' licenses.

[SPECIAL REQUIREMENT FOR APPOINTMENT IN DEPARTMENT OF MOTOR VEHICLES: Effective June 3, 2008: The New York State Department of Motor Vehicles announced the amendment to the Regulations of the Commissioner of Motor Vehicles, Section 3.3. The amendment will require prospective employees of the Department of Motor Vehicles who will be involved in the issuance of an enhanced driver's license or non-](#)

driver identification card (pursuant to section 503(2)(f-1) or 491(2)of the Vehicle and Traffic Law), or who will be involved in the issuance of CDL driver's license and CDL exam testing (pursuant to Title 49 section 384.228) to comply with the following criteria: 1) must be a United States citizen, and 2)has undergone a State and FBI fingerprint based criminal history background check as required under an agreement between the Department of Motor Vehicles and the Federal Department of Homeland Security entered into pursuant to 8 CFR 235.1 and section 7209 of the intelligence reform and terrorism prevention act of two thousand four, public law 108-458, and such search indicates that such employee or agent has not been convicted of, or charged with, a disqualifying offense as set forth in 49 CFR 1572.103.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/2/88  
Revised: 12/21/17