

## MOTOR VEHICLE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: The work involves reviewing and processing transactions related to the licensing of drivers and the registration of vehicles. An incumbent reviews required applications and supporting documentation for accuracy and completeness of information and processes and produces approved license and registration forms through use of a computer terminal connected to the New York State Department of Motor Vehicle's Central Computer. Duties are performed under the supervision of the office supervisor. A Motor Vehicle Representative does related work as required.

### TYPICAL WORK ACTIVITIES:

- 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 and resolves discrepancies which may occur;
- Computes fees, examines money for counterfeits, collects payments, and makes change;
- Provides customer with completed documents and/or license plates;
- Conducts vision, road sign and written test, and takes photographs for driver's license;
- Consults regulations and/or contacts representatives of State Department of Motor Vehicles by telephone in order to address unusual customer problems;
- Receives, counts, stores, and secures license plates, vehicle stickers, blank forms, and other supplies;
- Reconciles transactions and money received and reports transactions by category;
- Makes out bank deposit slips and delivers slips and receipts to supervisor;
- May make bank deposits;
- May perform a variety of clerical or data entry tasks when not serving customers.

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

Good knowledge of cashiering principles and practices; skill in coding/decoding information; clerical aptitude; ability to make arithmetic computations rapidly and accurately; ability to understand and interpret laws, rules, and regulations pertaining to the issuance of motor vehicle operation and ownership documents; ability to operate an alphanumeric keyboard at an acceptable rate of speed with a high degree of accuracy; ability to make change and account for receipts accurately; ability to deal effectively with the public in a highly tactful and courteous manner; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and one year of clerical, cashiering, or public contact experience.

*NOTE:* Public contact is defined as customer service representatives, receptionists, sales people, people providing personal services, interviewers, counselors, and similar jobs which involve periodic confrontation with a client, customer, member of the public, etc.

*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

Adopted: 12/28/1988

Revised: 3/19/92; 12/21/2017