

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 10/14/08

SENIOR MOTOR VEHICLE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Oneida County Department of Motor Vehicles. This position differs from that of Motor Vehicle Representative by performing more complex duties at a higher level without referral to a supervisor and leads in the work. Employees are responsible for reviewing and processing registration and licensing documents and receiving appropriate fees through either manual process or by a teleprocessing device. Responsibilities include considerable public contact. Supervision may be exercised over Motor Vehicle Representative. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Supervises and reviews a variety of licensing and applications at a public counter to determine accuracy and acceptability;
Determine causes and correct malfunction or rejection responses from the computer;
Explains reasons for rejections to applicants by oral or written explanation;
Edits applications to conform to computer requirements;
Determines appropriate procedures to follow in processing license or registration transactions including computer terminal, manual or exception procedure;
Processes transactions by appropriate methods;
Employs enforcement procedures where motor vehicle violations or criminal convictions occur;
Based on established criteria and reciprocity agreements, determines whether foreign and out-of state documents submitted for reciprocity are acceptable;
Answers inquires from the general public by phone, in person or by mail;
Conducts eye tests and written exams for learner's permits pursuant to Motor Vehicle Traffic Laws of New York State;
Operates specifically designed camera for photo identification;
Assists in the compilation of receipts, expenditures and records for submission to the State Motor Vehicle Department;
Receives, counts and stores license plates tabs, forms and other pertinent supplies;
Types forms, records and reports according to manual guidelines from State Motor Vehicle auditing procedures;
Assists in training new employees;
Assists Motor Vehicle Representatives with technical problems, questions, etc.;
Suggest improvements in work methods and procedures;
Assists in implementation of work methods, procedures, and changes in NY State Motor Vehicle Law;
May assumes duties of assistant supervisors as required in their absence.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the State Vehicle and Traffic Law; good knowledge of departmental procedures, equipment and office terminology; good command of English language and business arithmetic; ability to plan, assign and supervise the work of others; ability to operate a teleprocessing terminal; ability to operate a camera; ability to deal courteously and effectively with the public; ability to make change and arithmetic computations rapidly and accurately; ability to examine a variety of documents in support of application for Motor Vehicle license and registration; ability to keep records accounting for plates and stickers received and issued; ability to understand and interpret laws, rules and regulations pertaining to the issuance of Motor Vehicle operation and ownership; clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of high school equivalency diploma **AND** two (2) years of clerical and/or cashier experience; **OR**
- (B) Three (3) years of clerical and/or cashier experience.

NOTE: Verifiable part-time and/or volunteer clerical/cashier experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENTS: Prior to appointment, the Department of Motor Vehicles will perform both **citizenship verifications** and **criminal history checks** for DMV employees per compliance with Section 7209 of the Intelligence Reform and Terrorism Prevention Act of Two Thousand Four, Public Law 108-458, and procedures promulgated thereto by the Department of Homeland Security for issuance of Enhanced Drivers Licenses (EDLs) or identification cards.

Adopted: 11/04/99
Revised: 10/14/08

Title in promotional series: Motor Vehicle Representative, Senior Motor Vehicle Representative, Assistant Motor Vehicle Supervisor, Motor Vehicle Bureau Supervisor