

Motor Vehicle Specialist Job Description

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|--|---------------------------------------|
| Name | |
| Hire Date | |
| Date In Current Position | |
| Review Month | |
| Department | Treasurer's Office |
| Reports to | Treasurer and Deputy Treasurer |
| Warren County Pay Grade | |
| FLSA Status | Non-Exempt |
| Supervises Others | No |
| Document Control Responsibility | Treasurer |
| Approved by | Treasurer |

Position Summary

The Motor Vehicle Specialist is responsible for assisting the public by accurately processing motor vehicle transactions as directed by the State of Iowa.

Position Responsibilities are assigned as needed by Treasurer and may include but are not limited to:

- Provide excellent customer service to the public in a timely manner by assisting customers at the counter, by telephone, through email and at the Welcome Center.
- Assist motor vehicle owners and dealers in computing, processing, and collecting appropriate fees for registering vehicles, transferring titles, issuing license plates, noting and releasing security interests, issuing salvage titles, junking certificates, replacement titles, filing refund claims, processing PWD applications, and all other vehicle services, as directed by the DOT. These services will be provided in person, through mail, and electronically.
- Research information to assist law enforcement officials, insurance companies and the Internal Revenue Service, while adhering to privacy laws.
- Attend workshops, either virtually or in person, as directed by the Treasurer.

Motor Vehicle Specialist

Job Description

- Operate computer terminals to enter and retrieve data on the State ARTS system for motor vehicles.
- Scan documents.
- Monitor and address emails at mv@warrencountyia.org
- Maintain inventory.
- Maintain parking ticket collections for cities who have 28E agreements with Warren County.
- Meter mail each morning.
- Provide backup for other office functions as needed.
- Cross train in overall office duties to fill in when other employees are absent.
- Perform all other duties as assigned.

Education, Skills and Experience

- Graduation from high school or GED.
- Must have strong customer service skills.
- Must have excellent interpersonal and communication skills with other employees/departments/offices within Warren County.
- Must be a positive representative of the Treasurer's Office and Warren County, both inside and outside of the office.
- Must be a strong team player and demonstrate a commitment to the ideas and values of Warren County.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing the duties of this job, the employee is required to sit and/or stand for long periods of time. Must have the ability to lift, pull, push, and/or move up to 25 pounds.

Work environment: The noise level in the work environment can be minimal.

I will adhere to the values as established by Warren County Treasurer and represent Warren County in a positive, professional manner.

I have read and understand this job description and I can perform the duties of this position with or without reasonable accommodations.

(Circle one)

Signature: _____ **Date:** _____