

Driver License Specialist

Job Description

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

Position Summary

The Driver's License Specialist is responsible to promote safe mobility and provide excellent and professional customer service to the citizens of Iowa, by making responsible licensing decisions to ensure only qualified drivers are licensed and identification cards are properly issued, as directed by the State of Iowa.

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

- Perform all license/ID issuance after determining applicant's eligibility and qualifications by examining applicant's record, so that credentials are issued in compliance with Iowa laws, departmental rules, and established policies and procedures.
- Maintain familiarity with a variety of acceptable 'proof of identity' documents to determine authenticity.
- Determine eligibility prior to issuance by checking requirements for insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices, sanctions, and physical/mental ability. Check state and national record systems to ensure out of state eligibility. Verify that all required examinations have been passed.

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- Evaluate applicants by administering vision-screening examinations and apply proper standards and restrictions(s) in accordance with DOT rules and regulations. Determine if Vision Report or Medical Report is necessary. Review and interpret necessary documentation for accuracy and completeness, i.e., medical and vision reports.
- Review application with customer and obtain photo and signature. Process applications so credentials are issued correctly. Collect appropriate fees and distribute license.
- Provide excellent customer service to the public, assisting them in a timely, courteous and tactful manner, at the counter, by telephone, and through email.
- Correctly explain to customers the procedures and legal requirements for licensing.
- Administer and score written, oral, and computer examinations and explain incorrect answers.
- Schedule customer appointments, including Departmental Re-Exams and Recalls.
- Maintain the EMREMS file.
- Issue PWD placards and submit to DOT.
- Operate computer terminal, scanner, printer, pin pad, signature pad, camera, etc. to enter and retrieve data.
- Interpret driver license records to the best of ability but know limitations and, when necessary, obtain assistance from other driver license personnel in the office, the DOT help desk or ACE Team.
- Review all documentation and emails received from DOT for updates or changes in the laws and rules pertaining to driver licensing.
- Maintain security on all inventory and accountable items.
- Assist in preparing the weekly mailing of forms to DOT.
- Keep account of supplies and forms, and order when necessary.
- Execute beginning of day and end of day procedures. Assist in balancing at end of day and prepare bank deposits.
- Properly prepare and serve license withdrawal notices.
- Attend workshops either virtually or in person as directed by the Treasurer.
- Cross train in overall office duties to fill in when other employees are absent.
- At 6-month tenure; complete training for Driver License Examiner duties.
- All other duties as assigned.

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Education, Skills and Experience

- Graduation from high school or GED.
- Must have strong customer service skills.
- 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 inside and outside of the office.
- 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. When administering drive tests, will be exposed to all weather elements for extended periods of time.
- *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:** _____