

PROMOTIONAL OPPORTUNITY FOR CURRENT CHAUTAUQUA COUNTY EMPLOYEES ONLY!!!!

SENIOR MOTOR VEHICLE REPRESENTATIVE

CHAUTAUQUA COUNTY CLERK – DEPARTMENT OF MOTOR VEHICLES

SALARY RANGE: \$22.38 - \$28.59/HOUR + BENEFITS

The Chautauqua County Clerk's Office is accepting applications for the position of Senior Motor Vehicle Representative. Currently there are openings in the Jamestown (2), Dunkirk (2), and Mayville (1) offices. Incumbents in this position are responsible for providing both front-line customer service and operational supervisory support in the daily transactions of the Department of Motor Vehicles. This position assists the Motor Vehicle Office Supervisor in overseeing staff, coordinating workflow, ensuring compliance with New York State Department of Motor Vehicles (NYS DMV) procedures, including REAL ID and Enhanced ID requirements. This position will also be responsible for maintaining the security of office operations, materials, and financial transactions. The Senior Motor Vehicle Representative will work as an active member of the service team while also performing delegated supervisory duties, such as training new staff, monitoring transaction accuracy, addressing routine operational issues and reporting unusual occurrences to the Motor Vehicle Office Supervisor or Motor Vehicles Administrator. Work is performed under the direct supervision of a Motor Vehicle Office Supervisor. General supervision is received from the Motor Vehicles Administrator. Personnel Supervision may be performed in the absence of the Motor Vehicle Office Supervisor, but is not a daily function of this position. Does related work as required.

Typical Work Activities:

- Assists the Motor Vehicle Office Supervisor in the daily operations of the motor vehicle office;
- Assumes responsibility for the motor vehicle office in the absence of the Motor Vehicle Office Supervisor;
- Provides on the job training for new and existing staff in procedures, customer service standards and computer system functions;
- Reviews and verifies the accuracy and authenticity of applications and supporting documents for standard, REAL ID, and Enhanced ID transactions;
- Provides conflict resolution for customer complaints or transaction issues;
- Escalates more complex or sensitive matters to the Motor Vehicle Office Supervisor;
- Monitors staff adherence to DMV protocols, cashiering procedures and security measures, reporting any discrepancies or concerns to the Motor Vehicle Office Supervisor;
- Receives the public at the counter, information area or by telephone, interviews them to evaluate inquiry, and provides information and/or forms as necessary to complete their transaction;
- Examines mail and counter applications for accuracy and completeness, approves or rejects applications and requests clarifying or additional information as needed;
- Edits and processes each application on the computer terminal to ensure that it conforms to established computer codes and enters the appropriate fees and notations; Uses visual screen as required to verify or supplement material;
- Interprets computer rejection responses and takes required action. Refers to supervisor any applications that may require Central Office processing, resolution of insurance problems, determinations as to physical handicaps and any discrepancies in money, plates, documents or other related items;
- Monitors, corrects, and scores written and oral examinations;
- Schedules road test examinations;
- Operates image capture work station for photo licensing and non- driver identification cards;
- Assists in the collection, reconciliation and reporting of the daily fees to the Motor Vehicle Office Supervisor;
- Reconciles the office materials daily, such as plates, stickers, and forms;
- Assists in weekly reporting requirements;
- Assists in securing the office, including opening/closing duties, system log-on/log-off, and safeguarding secure materials;
- Performs other office duties as assigned.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

Chautauqua County offers a comprehensive benefits package which includes:

- Health Insurance (including Dental & Vision plan)	- 13 Paid Holidays
- Health Savings Account (partially funded by the County)	- Vacation & Sick Time
- Flex Spending Account	- Personal Days
- NYSLERS Pension	- NYS Deferred Compensation
- Eligible for Federal Public Service Loan Forgiveness	- Wellness Program

Minimum Qualifications - PROMOTIONAL OPPORTUNITY ONLY!!! – Candidates must be currently employed with Chautauqua

County Department of Motor Vehicles - Must be **currently permanent** in the title of Motor Vehicle Representative within the Office of the County Clerk and held such qualifying title for one (1) year at the time of application **and** appointment.

ADDITIONAL REQUIREMENTS:

Possession, at time of appointment and during service in this class, of a valid NYS Motor Vehicle Operator's license.