



Job Class Title: Clerical/Administrative

Department: Tax Administration Department

Salary Grade: 16

Work Schedule: Part-time Regular: (28 hours/week)

FLSA Classification: Non-Exempt

PART-TIME CUSTOMER SERVICES REPRESENTATIVE LICENSE TAG OFFICE AND TAX ADMINISTRATION DEPARTMENT

General Statement of Duties

Under general supervision, the Customer Services Representative performs clerical work, processing vehicle registrations, titles and related documents for the County operated NC Division of Motor Vehicles. The employee must exercise initiative and independent judgment in performing assigned tasks and ensuring accurate records. The employee must be customer service oriented and exercise courtesy and patience. Customer Service Representatives are in frequent contact with the citizens of Polk County and other members of general public. The position reports to the Tax Administrator.

Duties and Responsibilities

Essential Duties and Tasks

- ❖ Processes vehicle registration renewals, issues renewal stickers, collects and receipts renewal fees.
- ❖ Processes vehicle title work due to ownership changes and other reasons, determines amount due, collects and receipts fees.
- ❖ Completes and notarizes documents as required by NCDMV, determines, collects and receipts notary fees.
- ❖ Provides assistance to public and handles telephone calls as needed with respect to NCDMV rules and regulations.
- ❖ Produce required reports, balance cash drawer and prepare bank deposit daily with respect to NCDMV fees and notary fees.

Additional Job Duties

- ❖ Position provides/performs support and coverage of other related work as needed or required.

KSA's and Minimum Requirements

Knowledge, Skills and Abilities

- ❖ General knowledge of methods and procedures used to process forms and receive funds in the registration and licensing office of the State.
- ❖ General knowledge of State Motor Vehicle titling and licensing procedures and practices
- ❖ General knowledge of modern office practices
- ❖ Ability to understand and follow oral and written directions
- ❖ Ability to establish and follow detailed work procedures
- ❖ Ability to operate standard office and computer equipment
- ❖ Ability to enter data with speed and accuracy
- ❖ Ability to establish and maintain effective working relationships with associates and general public

Minimum Requirements and Experience

High School Graduate or High School Equivalency certificate.

1 to 2 years of experience in general clerical procedures, operational data entry, and transactional processes.

Customer service experience in an office environment involving public contact.

Active Notary Public commission or ability to obtain the commission within a reasonable amount of time.

The successful candidate will be required to complete three weeks of intense training through the NC Division of Motor Vehicles prior to beginning employment.

Successful pre-employment drug screen required.

Successful criminal Background check required.

Physical Activities and Requirements

Physical Demands:

The ability to perform all duties associated with the position including, but not limited to lifting, prolonged standing, driving, sitting, bending, stooping, and operating or performing work with associated tools and machines.

Polk County Local Government is an Equal Employment Opportunity employer.