



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **MOTOR VEHICLE CASHIER**
Jurisdictional Class: Competitive
Civil Division: Motor Vehicle Bureau
Adoption: CSM
Revised: CSM 10/12/88, 06/19/02, 01/09/08, 03/13/19

DISTINGUISHING FEATURES OF THE CLASS:

Incumbents in this position are responsible for examining and processing a wide variety of transactions related to the licensure of operators of motor vehicles and the registration applications and supporting documents;. These transactions include (and are not limited to) the processing of license and registration documents, including enforcements, either manually or through the use of a computer terminal, and the computation and collection of associated fees. The work involves extensive interaction with the public and is performed in accordance with County policies and procedures, State regulations and departmental policies and procedures established by the County Clerk. The examining process includes attention to detail with checking supporting documents, such as proof of ownership, insurance coverage, etc., for authenticity and accuracy, and determining sales tax.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

(The following work activities are listed as examples only, and in no event shall an employee be limited to only those examples listed here.)

- Reviews and processes applications for all types of licenses, registrations, and enforcements;
- Reviews and examines all transactions' supporting documents such as proof of date of birth, identity, address, proof of ownership, insurance coverage, vehicle inspections, odometer readings, overweight tax and permits and sales tax liability for adequacy and completeness of information to result in efficient and accurate processing of licenses and registrations;
- Assists applicants in the proper completion of forms, and answers routine requests for information;
- Handles complaints from disgruntled public in a professional manner;
- Keeps abreast of changing laws, regulations, and policies in order to perform related duties;
- Takes photos for licenses and non-driver identification cards using a digitized imaging unit for the photos;
- Operates computer terminal using relevant State software in the processing of license and registration approvals, and determines types of cause for malfunctions or rejection response and takes appropriate action;
- Computes, receives and accounts for license and registration fees and sales tax;
- Assists in the compilation of receipts, expenditures and records for submission to the State Motor Vehicle Department and the Board of Elections;
- May be responsible for calculating sales tax and maintaining sales tax records;
- Receives, counts and stores license plates, documents necessary for transaction processing, forms and other pertinent supplies in their individual workstation;
- Balance applications against fees received and prepares daily summary reports of all transactions;
- Conducts in office vision and hearing tests;
- Sets up written tests and road tests utilizing relevant State Software
- Accepts surrendered plates and registrations, determining destruction or storage of same, and issues proper receipts.
- May perform other duties in the County Clerk's Office as needed or required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of and/or ability to reference and interpret pertinent sections of the Motor Vehicle and Traffic Law as they relate to the issuance of licenses and registration;
Working knowledge of office terminology, procedures and equipment;
Working knowledge of arithmetic and English;
Working knowledge of a computer keyboard;
Ability to operate a computer terminal;
Ability to get along well with others and to deal effectively with often-unruly customers with tact and courtesy;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to make change and arithmetic computations rapidly and accurately;
Ability to examine a variety of documents in support of application for Motor Vehicle licenses and registrations;
Ability to keep records accounting for plates and stickers received and issued;
Ability to process complex and varied transactions while working with upset customers;
Friendliness, courtesy, accuracy, teamwork, respect, punctuality, and good attendance.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND (1) one year of clerical experience which shall have involved typing/keyboarding and frequent face-to-face contact with the public in the areas of customer service, sales, or general clerical work.

NOTE: Successful completion of a course in typing/keyboarding may be substituted for the typing/keyboarding requirement in the clerical experience.