



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title:	SENIOR MOTOR VEHICLE CASHIER
Jurisdictional Class:	Competitive
Civil Division:	Motor Vehicle Bureau
Adoption:	CSM 10/25/80
Revised:	CSM 10/10/01, 06/19/02, 03/11/09, 4/19/22

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the County Motor Vehicle Bureau and involves responsibility for independently, retaining, performing and/or supervising clerical functions and operations of the unit in the County Clerk's Office. In addition to being a resource and assisting subordinate clerical employees in the discharge of their duties, the incumbent performs the more complex clerical tasks in support of the Motor Vehicle Bureau Supervisor in the unit. The incumbent in this position must be able to adjust when change occurs, use the Department of Motor Vehicles software as a resource and processing tool, determine causes of malfunction or rejection responses from the computer, and follow proper procedures for any corrections. The work is performed under the general supervision of the Motor Vehicle Bureau Supervisor in accordance with established policies and procedures with leeway allowed for the exercise of independent judgment in making decisions in out-of-the-ordinary situations. Supervision is exercised over the work of subordinate Motor Vehicle Cashiers in the Motor Vehicle Unit. The incumbent does related work as required.

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.)

Assists Motor Vehicle Supervisor with:

Assigning and supervising the work of the Motor Vehicle clerical staff in processing applications for permits, all licenses, all registrations, and enforcements;

Supervising and operating teleprocessing terminals in processing registration and related transactions;

Performing all State mandated Audits, to include but not limited to the daily accounts of Motor Vehicle Cashiers to ensure money collected balances with reports and immediately reports any findings to the Motor Vehicle Supervisor;

Depositing daily receipts into designated bank accounts as well as be an authorized signer of any checks issued;

Compiling daily activity records of manual transactions;

Handling complaints from disgruntled public in a professional manner;

Computing the County and State share of funds collected through daily transactions;

Preparing daily reports of final transactions for transmission to the State Department of Motor Vehicles;

Providing information and assistance to the public regarding motor vehicle matters;

Supervising and may be assisting in conducting English, vision and color tests, and the issuance of learners' permits and eligibility to restricted/conditional use licenses;

Computing all license fees, collecting payments and making change, and examining money for counterfeits;

Conducting orientation and training of new clerical employees;

Reviewing and updating memos and procedure pages for unit manuals;

Preparing reports, records and statistical summaries;

Reviewing forms for approval submitted by Motor Vehicle Cashiers, and processing transactions indicated on forms;

Providing direction for cashiers attempting to resolve computer malfunctions or rejection responses;

TYPICAL WORK ACTIVITIES-continued:

Reviewing, verifying and processing applications for all types of licenses, permits, registrations and non-driver ID's;

Reporting to and/or testifying in Court (County/State) as per any relevant subpoena orders received by the New York State Department of Motor Vehicles.

Working with other Sr. Cashier(s) as a team on streamlining processes to improve office efficiency, including but not limited to resolving issues, and project planning.

Checking supporting documents (received by mail, courier or in person) such as proof of ownership, insurance coverage, proofs of identity, vehicle inspection, existing registrations, bill of sale, etc., for adequacy and completeness of information required prior to processing;

Verifying financial security records for customers who have possible insurance lapses for their vehicles and advises on plan of correction;

Scheduling road tests;

Handling enforcement transactions relating to the department, including but not limited to advising customers as to what is needed to obtain driving privileges back;

Acting in the absence of the Motor Vehicle Bureau Supervisor, in collaboration with the County Clerk to ensure that the bureau functions effectively and efficiently.

Performing job responsibilities of a Motor Vehicle Cashier when short staffed and handling other duties in the County Clerk's Office during the slack periods of time.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of and/or ability to reference material related to the Vehicle and Traffic Laws as they relate to issuance of all licenses and registrations;

Good knowledge of business arithmetic and English;

Good knowledge of office terminology, procedures and equipment;

Good knowledge of the principles and practices of modern account keeping and budget control;

Ability to prepare financial reports;

Ability to plan, organize and supervise the work of others;

Ability to deal effectively with the public;

Ability to install efficient office methods and procedures;

Ability to express oneself and/or communicate clearly and concisely both orally and in writing;

Ability to perform close, detail work involving considerable visual effort and strain;

Ability to operate a computer terminal;

Ability to deal with often-unruly and impatient customers with tact and courtesy;

Notary certification preferable but not required.

MINIMUM QUALIFICATIONS:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of clerical experience with typing/keyboarding, one (1) year of which shall have been in a supervisory capacity; **OR**
- (B) Three (3) years of clerical experience with typing/keyboarding, one (1) year of which shall have been in a supervisory capacity; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

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