

Van Zandt County Job Description

JOB TITLE: Deputy Clerk – Full Time
DEPARTMENT: Tax Assessor Collector
SALARY: \$ 20,147.55
LOCATION: Canton – Main Office
FLSA STAUTS: Non - Exempt

SUMMARY

This position requires that after a designated training period, the employee have a thorough knowledge of automobile registration and titling procedures. He/She has daily contact with the public and is responsible for processing vehicle transactions including, but not limited to, license renewals, dealer transactions, fleet registrations, internet transactions (main office only), title transfers, research, interpret, and apply the Texas Department of Motor Vehicles and the Texas Comptroller of Public Account Laws. Work closely with Texas Department of Motor Vehicles, Comptroller's office, and local dealerships. The employee must be proficient at handling cash and balancing a cash drawer daily. The employee is not responsible for the supervision of other employees. Professional customer service skills are a requirement.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an employee must be able to perform each essential duty satisfactorily. Duties include the following:

PROFESSIONAL CUSTOMER SERVICE

- Serve customers at the counter by registering and transferring vehicles, and providing assistance with other motor vehicle transactions as required.
- Promptly produce and mail out registration renewals (main office only).
- Process dealer transactions for new and used car sales within a 48 hour turnaround.
- Coordinate with the Texas Department of Motor Vehicles and the Texas Comptroller of Public Accounts to respond to citizen requests in a timely, professional manner.
- Contact customers by phone to inform them their Specialty plates have arrived (main office only).

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Maintain work area in a professional, organized manner.
- Be punctual in arrival, break, and lunch periods.
- Adhere to county policies as well as additional office policies.
- Accurately maintain filing system.
- Assist in Inventory Control.
- Process Registration Renewals.
- Process Title Transactions in and out of state, new, and used vehicles.
- Process Dealer Title Work.
- Process Internet Renewals (main office only).
- Process Title Packet Report for Texas Department of Motor Vehicles (main office only).
- Provide support to main and sub-station offices, as needed.

- Answer phone system within the second ring.
- Process and balance credit card transactions.
- Assist customers with Specialty license plates.
- Be knowledgeable of the Texas Department of Motor Vehicle Manuals (Registration and Title Manual) and apply them to daily tasks.
- Be knowledgeable in the Comptroller Motor Vehicle Manual.
- The employee must be able to effectively communicate in written and oral form; must use the tools available to write letters, set up forms, and calculate fees for a professional approach to communication with the customers.

PROFESSIONAL CONDUCT

- Be proactive. Seek new and better ways to perform daily tasks and increase efficiency.
- Seek additional duties or tasks as appropriate.
- Work with little or no supervision.
- Accept and adapt to office changes.
- Assist fellow workers in all departments and other offices as needed.
- Display good decision making skills when needed.
- Display leadership ability as other employees seek your knowledge.
- Organize workload by planning daily activities.
- Communicate with the Tax Assessor regularly.
- Maintain a positive attitude with customers and colleagues.

Note: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position and is assigned by the Tax Assessor.

QUALIFICATIONS:

EDUCATION - High School Diploma or G.E.D

EXPERIENCE

One (1) to three (3) years previous experience performing administrative duties and working with the general public is preferred. The employee should possess a thorough working knowledge of cash handling, computer data entry, customer service, general office procedures and be able to type 35 – 45 wpm with high degree of accuracy.

RESISTRATION, CERTIFICATION OR LICENSES:

- Requires a valid driver's license.
- Must be bondable.

PREFERRED MINIMUM QUALIFICATIONS:

LANGUAGE SKILLS

Bilingual in English and Spanish

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with issues involving several scenarios in standardized situations.

OTHER SKILLS AND ABILITIES

The employee must exercise good public relations. It is imperative that the employee possess the ability to professionally handle difficult situations. Must be able to adapt to software changes and procedural changes with regard to the general office and computer within (5) days of implementation. Must know the law regarding the release of motor vehicle information to the public and others making inquiries.

Must use and understand the RTS, Title, and Registration manuals as they relate to the motor vehicle transactions performed. The employee must perform specialized tasks as assigned.

Sound judgment needs to be used when no specific guidelines are available. The employee needs to be able to perform several critical tasks at a time while maintaining accuracy and paying attention to detail.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

- Walking, sitting, or standing for long periods of time.
- Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records.
- Occasional climbing, stooping, crawling, squatting, and/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and responsibilities, which may include:

- Handling stressful situations.
- Interpreting federal laws and regulations.
- Effective interaction and communication with others.
- Preparing clear and concise reports (main office only).
- Employee must be able to make sound decisions in a manner consistent with essential job functions.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is a contract for employment.