



Career Service Authority

Motor Vehicle Technician I

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GENERAL STATEMENT OF CLASS DUTIES

Performs entry level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles while receiving training in the applicable federal, state, and local statutes, rules, and regulations, develops the knowledge and skills necessary to issue motor vehicle titles, licenses, and registration documents, and trains in collecting all applicable fees and taxes.

DISTINGUISHING CHARACTERISTICS

This class performs entry level work processing the registration and licensing of all types of motorized vehicles while receiving training. This class is distinguished from the Motor Vehicle Technician II that performs full performance level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles, assists the public by providing a variety of information including title application, customer identification requirements, emission testing, and insurance requirements, ensures compliance with federal, state, and local statutes, rules, and regulations, and collects all applicable fees and taxes. The Motor Vehicle Technician I is also distinguished from the Administrative Support Assistant IV class that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

The Motor Vehicle Technician I and the Motor Vehicle Technician II classes are a progressive series. Employees can move through the progressive series from a Motor Vehicle Technician I to a Motor Vehicle Technician II.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational practices to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Receives on-the-job training on motor vehicle policies, procedures, methods and techniques in order to process and issue motor vehicle titles, licenses, and registration documents and ensure compliance with governmental statutes, rules, and regulations.

Attends training sessions to learn processes, practices, and application of state motor vehicle statutes, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate statutes, rules, regulations, and procedures.

Trains and assists in processing applications, issuing motor vehicle titles, licenses, registration documents, validation tabs, and permits, processing payment transactions, and responding to customer questions and issues.

Trains and becomes proficient in assessing and calculating all types of fees and taxes.

Maintains assigned state inventory and files and records required by the Colorado Department of Motor Vehicle.

Performs increasingly more responsible work as the employee gains experience and independently provides all motor vehicle services.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly and thoughts are well organized. Employees recognize potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Contracting/Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract administration.

Flexibility – Adapts quickly to changes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of Colorado State Statutes related to registering, licensing, and titling of all types of motor vehicles, Colorado Registration Information System, newly enacted legislative bills regarding motor vehicles, tax regulations, and other federal, state, and local policies, laws, and requirements.

Knowledge of the principles of confidentiality related to the work assignment.

Physical Demands:

Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Pushing: exerting force upon an object so that the object is away.
Lifting: Raising or lowering objects up to 50 pounds.
Pulling: Exerting force upon an object so that the object is away.
Stooping: Bending the body by bending spine at the waist.
Crouching: bending body downward and forward by bending legs.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Far Acuity: ability to see clearly at 20 feet or more.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to many interruptions.
Subject to location re-assignment.
Pressure due to high public volume and demands.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of full performance clerical/secretarial experience such as examining and evaluating a variety of information to determine correctness, completeness, and adherence with requirements, utilizing a computer to input information/data, preparing and processing vouchers and invoices, and providing the public with general and/or explanatory information in order to resolve problems/issues.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure and/or Certification:

By position, requires possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 01/18/2009

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.