



Career Service Authority

Motor Vehicle Technician II

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GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs full performance work processing the registration and licensing of all types of motorized vehicles. It is distinguished from a Motor Vehicle Technician I class that 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. The Motor Vehicle Technician II class is also distinguished from the Motor Vehicle Supervisor that performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles, assist the public by providing a variety of information, and ensures compliance with federal, state, and local statutes, rules, and regulations.

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 but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Processes new and license renewal applications and issues motor vehicle titles, licenses, registration documents, validation tabs, and permits by confirming a customer's identity and county of residence, verifying the accuracy of submitted documentation, determining the correct type of title and license to issue, and ensuring compliance with governmental statutes, rules, and regulations.

Assesses, calculates, and collects license fees, a variety of applicable taxes, and other related fees based on an analysis of each customer transaction.

Responds to customer questions and issues such as licensing and titling procedures, fee and tax requirements, emission testing, and insurance requirements, explains statutes, policies, procedures, and rules, and assists customers resolve problems and/or concerns.

Processes payment transactions utilizing the cash tendering system, maintains cash drawers, balances and reconciles both cash and check transactions daily, resolves any balancing problems, deposits daily revenues, and enters information into the state computer system.

Processes license renewal applications received in the mail or on-line, reviews documents for completeness, accuracy, and compliance with statutes, issues motor vehicle registration documents and validation tabs, determines why some renewals are rejected, and sends correspondence to customers explaining fees, reason for rejection, and policies and procedures.

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

Operates a variety of office equipment, performs preventative maintenance, reports all malfunctions, and troubleshoots problems in conjunction with a repair technician until the machine is in working order.

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. Thoughts are well organized and recognizes potential miscommunications.

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

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

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

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

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.

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.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

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.

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.

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.

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 clerical experience which must include one year of experience at the type and level of a Motor Vehicle Technician I.

Education/Experience Equivalency:

Additional appropriate education may substitute for the minimum experience requirement except for the one year of experience at the Motor Vehicle Technician I level.

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:

ESTABLISH BY: Patricia Anderson

CLASS HISTORY This is a new class. In a 2000 study of all clerical classes, this class previously known as Auto Title Clerk was consolidated into the Administrative Support Assistant IV class. The class is now recreated with a different title to assist in recruitment and retention issues.