

LICENSE SPECIALIST I

JOB PURPOSE AND SUMMARY

Performs entry level vehicle/vessel license and title work while training to become a fully qualified License Specialist II. As experience and knowledge are gained, becomes increasingly responsible for examining documentation and applications for compliance and accuracy. Receives and verifies accuracy of all inventory issued and enters inventory and/or license and title transaction information into the state Department of Licensing system.

CLASSIFICATION DISTINCTIONS

The License Specialist I is distinguished from the License Specialist II by performance of work requiring less independent judgment, while training to become certified by the currently prescribed standards for state certification. While both the License Specialist I and II are expected to interact with and service customer needs, the License Specialist II is expected to respond to more varieties of situations requiring a more detailed understanding of licensing processes and operations. License Specialist I work is performed under general supervision and assistance is readily available from either specialist II(s) or supervisor(s). Incumbents hired at this level are expected to progress to License Specialist II upon successful completion of state certification standards as currently prescribed.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Assists License Specialist II incumbents in extensive daily front counter and telephone coverage
- Learns to receive, review, and process vehicle/vessel license transactions; determines appropriate procedures, reviews documents for accuracy and compliance with federal, state, and county licensing laws, regulations and ordinances; completes required forms; verifies and witnesses signatures; collects fees and makes change
- Learns to receive cash and checks for all transactions; balances daily receipts and reports; researches and corrects discrepancies
- Learns to review legal documents such as court papers and titles for required information; enters legal data in to computer system
- Provides information regarding licensing regulations to licensing subagents, law enforcement agencies, financial institutions, other government agencies, registered vehicle/vessel owners, and the general public, both in person, on the telephone, and in writing
- Learns to conduct daily inventory of accountable items; maintains appropriate level of inventory at individual workstation; reconciles, researches and corrects discrepancies in accountable inventory

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- Learns to receive, review and process license and title documents from other states; insures accuracy of supporting documentation
- Learns to interpret federal, state, and local licensing laws and ordinances
- Performs related duties as required

QUALIFICATIONS

Two years of office experience, with limited task supervision, emphasizing or including intensive public contact, customer service, interpretation and explanation of regulations and involving general office work processes and use of modern office technology. Requires ability to meet minimum production standards and become Clark County Auto License certified within first six months after hire.

License Specialist I incumbents may be promoted to License Specialist II upon successful completion of State certification standards as currently prescribed.

Knowledge of: general office procedures and practices of the specialized functions, policies, and procedures of the work unit; spelling, capitalization, punctuation and rules of grammar, and of the formats and clerical procedures used in performing the work; filing and record-keeping procedures; applicable laws, county codes, ordinances, and policies governing the work of the department and assignment; business English; PC computer applications such as word processing, spreadsheets and data bases; basic bookkeeping and/or cashiering methods and practices as required by the position.

Ability to: operate standard office equipment such as computer software applications, telephones, facsimile machines, copy machines; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written instructions; communicate effectively orally and in writing; learn assigned clerical, typing and/or stenographic tasks readily; and adhere to prescribed office routines; establish and maintain harmonious working relationships with other employees and the general public; maintain a neat personal appearance and courteous attitude toward the public and fellow employees, even under stressful and unpleasant situations; sit or stand for long periods of time while performing routine and repetitive functions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting. Some walking, bending and carrying light items is required. In some positions the incumbent may be spending a major part of the workday exchanging information over a counter.

Essential duties include walking, stamina, seeing, reading, speaking, handwriting and hearing.

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Occasionally, incumbents experience highly stressful situations in the process of resolving problems of an immediate nature, such as facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department.

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