

LICENSE SPECIALIST, SENIOR

JOB PURPOSE AND SUMMARY

Performs a variety of advanced level vehicle/vessel license and title duties to assist customers with licensing transactions, as well as providing assistance to the office supervisor, requiring a thorough knowledge of federal, state, and county licensing laws. Acts as liaison to auto license subagents; and performs lead functions as required.

CLASSIFICATION DISTINCTIONS

This is the senior level within the License Specialist series. Positions at this level are distinguished by the requirement for acting in a lead capacity and as liaison with subagent offices, as well as possessing a thorough and detailed understanding of the goals, policies and functions of the department and by the ability to address the more complex customer service and departmental needs. The next lower level, License Specialist II, requires journey level proficiency in the full range of vehicle/vessel licensing functions but does not perform lead duties.

A wide variety of complex tasks are performed under general supervision. This classification is expected to function independently in daily tasks and to use initiative and independent judgment on non-routine matters. The Senior License Specialist acts as lead project coordinator on routine and complex assignments. Incumbents are expected to identify and resolve problems, referring only the most unusual/complex to a supervisor or manager.

Advanced clerical skills alone are not sufficient to warrant classification at this level, nor is simple possession of technical knowledge about the department. Responsibilities require a high level of independence.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Receives, reviews, and processes a full range of 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.
- Interprets and applies knowledge of laws, regulations, rules, policies and procedures in the resolution of customer inquiries, complaints, and issues.
- Provides guidance and information to the public regarding vehicle/vessel licenses, titles, registrations, tags, and fees.
- Acts as subagent liaison; assists in the review process of subagent offices, including on-site review of state and county policies and procedures, opening or closing of subagent offices, and reconciling subagent bank statements.

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- Performs lead duties for other license specialists in the unit.
- Provides training as delegated by the Licensing Office Supervisor to new employees in Auto License as well as for the subagent locations
- Assists the supervisor in a rotation schedule of full banking duties
- Receives cash and checks for all transactions; balances daily receipts and reports; researches and corrects discrepancies
- Reviews legal documents such as court papers and titles for required information; enters legal data in the Department of Licensing's 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.
- Conducts daily inventory of accountable items; maintains appropriate level of inventory at individual workstation; reconciles, researches and corrects discrepancies in accountable inventory.
- Receives, reviews and processes license and title documents from other states; and insures accuracy of supporting documentation
- May provide coverage on the front counter
- Performs related duties as required, including those assigned to Licensing Specialist 1/II

QUALIFICATIONS

Three to five years of experience, with limited task supervision, emphasizing or including intensive public contact, customer service, interpretation and explanation of complex regulations and involving general office work processes and use of modern office technology; and completion of state certification standards as currently prescribed.

Knowledge of: principles of effective leadership; general office procedures and technical and/or specialized functions, policies and procedures of the work unit; 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: establish and maintain harmonious working relationships with other employees and the general public; 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; diffuse

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difficult or highly charged situations; follow oral and written instructions; communicate effectively orally and in writing; 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.

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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