

LICENSE SPECIALIST II

JOB PURPOSE AND SUMMARY

Performs a variety of complex, responsible, journey level vehicle/vessel license and title work to assist customers with licensing transactions, requiring a thorough knowledge of federal, state, and county licensing laws.

CLASSIFICATION DISTINCTIONS

The License Specialist II is distinguished from the License Specialist I by performance of more substantive work requiring greater independent judgment, and completion of state certification standards as currently prescribed. While both the License Specialist I and II are expected to interact with and service customer needs, the License Specialist II responds to more varieties of situations requiring a more detailed understanding of licensing processes and operations. Work is performed under limited supervision, with assistance available from a supervisor and/or Senior License Specialist. Positions at this level are fully qualified to perform complex and technical licensing duties.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Receives, reviews, and processes a full range of vehicle/vessel license transactions including extensive front counter and telephone customer service; determines appropriate procedures, reviews documents for accuracy and compliance with federal, state, and county licensing laws, regulations and ordinances; completes required forms; verifies and certifies 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.
- 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 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.

Clark County, Washington

- 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; insures accuracy of supporting documentation.
- Provides training as delegated by the Licensing Office Supervisor to new employees in Auto License as well as for the subagent locations
- Performs related duties as required.

QUALIFICATIONS

Two years of 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; and 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.

Clark County, Washington

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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