

Des Moines County Treasurer's Office
JOB DESCRIPTION
Position title: Clerk for Motor Vehicle Department

Daily Duties and Responsibilities (These are not to be construed as exclusive or all inclusive):

- Assist customers at the counter (a very large part of the job)
- Process mail transactions
- Process web (online) vehicle registration renewals
- Process electronic titles and registrations
- Issue vehicle titles, registrations and license plates
- Issue mobile home titles
- Process lien releases and notations for vehicles
- Issue junking certificates for vehicles
- Thoroughly review, process and file documents needed to transfer or issue all types of titles in accordance with Iowa law or the laws of other states and foreign jurisdictions.
- Answer high volume of telephone calls and respond to customer inquiries
- Calculate and collect registration, title, and road use tax fees, etc.
- Issue "persons with disabilities" removable windshield placards
- Dispose and receipt of returned license plates for refund of registration fees or storage
- Answer the phone and operate multi-line phone system
- Check license plate inventory – should be able to lift 45 lb. boxes occasionally
- Assist in the property tax department if needed and/or be cross trained to perform the work duties of both departments regularly for office efficiency.
- Other duties that pertain to the operation of the office and as requested by the department head

Skills required:

- Good organizational skills to save and track updates from the State of Iowa on procedures
- Perform tasks which may be routine and repetitive, but not necessarily easily learned and are subject to change annually per legislation
- Must be able to learn and retain a considerable amount of technical data on a wide variety of procedures
- Accuracy in handling money, data entry and completing documents
- Honest and trustworthy
- Must have a dependable attendance record
- Demonstrate good listening skills to politely explain procedures to customers at the counter, on the phone or in writing in an effective courteous and concise manner
- Excellent computer keyboard/typing skills for data entry into the IDOT system and other computer programs
- Basic 10-key calculator skills
- Able to operate a variety of office machines (copier, shredder, printers, scanners, mailing, etc.)
- Able to function well in a very busy, fast-paced office environment and handle stress well
- Must be able to work on several different office procedures at the same time (multi-task)
- Must be able to work effectively and respectfully with other employees and the public

I have read the above job description and skills required and feel that I am capable to perform the duties and responsibilities in a reasonable manner and that I possess the required skills.

Signature

Date