

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV39501</b>
<b>Job Class Code:</b>	<b>190</b>	<b>Salary Schedule:</b>	<b>ASRRMVD</b>
<b>EEO Category:</b>	<b>06</b>	<b>Grade:</b>	<b>14</b>
<b>Workers Comp Code:</b>	<b>7720</b>		

<b>Job Code Established:</b>	<b>10/13/92</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>	<b>09/21/98</b>	<b>Effective Date:</b>	

**JOB CODE SERIES:** Motor Vehicle Safety Series

**JOB CODE TITLE:** MOTOR VEHICLE CUSTOMER SERVICE ASSOCIATE

**HRIS TITLE:** MOTOR VEHICLE CUST SVC ASSOC

**CHARACTERISTICS OF THE CLASS:** This is a training classification with promotion to Motor Vehicle Customer Service Representative upon meeting the minimum qualifications for the class, completion of appropriate MV technical training course and recommendation by the supervisor. This class is not to be used for permanent allocations.

Works under close supervision and/or lead while in training. Has the authority to make limited decisions regarding formatting of output documents; determine sequence of assigned tasks; exercises limited judgment in applying established procedures; reject incomplete and inaccurate/invalid documents from the public. Learns to perform basic tasks in the areas of vehicle registration, inspection and title work, administering written, vision and road tests, issuance and renewal of vehicle driver's license, responding to inquires from various entities, and assessing fees, collecting taxes, auditing dealers and salvagers to collect taxes. Work product consists of processing of licenses, registrations, titles, permits and vital records. Revenue recorded and deposited daily; inquires satisfied; public informed. Responsible for the accuracy and timeliness of work products; security of cash receipts, accountable forms, applications and licenses; a variety of basic clerical duties.

**EXAMPLES OF DUTIES:** Operates information processing equipment (word processor, CRT smart terminal, printer, audio recorder) in routine application. Transcribes or enters data from recorded dictation of rough draft. Produces documents, reports, statistical/financial summaries, correspondence and updated files. Maintains records and prepares reports from available data. Performs arithmetic calculations. Accepts applications for services and fiscal related source documents, noting essential information and ensuring that all information is complete and accurate. Explains application forms and procedures to applicants. Receives and accounts for monies and compares monies tendered with amount due, as shown on various documents and fee schedules. Issues hand written or mechanically produced receipts. Operates an electronic cash register to record revenue receipts and encodes documents and endorses checks. Periodically adds money receipts and reconciles cash against known figures for verification. Records payments in journals of other documents on an ongoing basis. Prepares and transmits deposits of monies to the bank or to the stat Treasurer's Office, on a daily basis. Prepares fiscal reports according to established procedures. Inspects vehicles for compliance with applicable statutory requirements. Provides information and responds to questions from the public. May transcribe or type documents. Periodically transmits records of money received to accounting section for bookkeeping and auditing. Performs related work as required.

**WORK CONDITIONS:** Continuous public contact, long period of standing or data imputing via computer terminal. Works various shifts. Requires the ability to lift up to 30 pounds.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:** MVD office procedures and practices including filing and records maintenance; variety of office machines and equipment; operation of information processing equipment; Business English, spelling and arithmetic; MVD rules, regulation, polices, procedures, systems, Title 28 and all other applicable Arizona Revised Statutes.

**Skill/Ability to:** Operating information processing equipment; operating electronic cash register and in handling cash receipts; applying basic arithmetic computation methods; applying laws, rules, regulations, polices and procedures to the work unit; oral and written communications.

**Experience and Education:** Typical ways to obtain the KSAs would be:

- One year of experience in a high-visibility public contact, customer service environment which included the operation of a computer terminal, information processing equipment, or automated cashiering equipment.
- Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.

**SPECIAL SELECTION FACTORS:**

Skill in the operation of keyboard equipment is required. A current Arizona driver's license appropriate to the assignment may be required at time of appointment. A medical/physical evaluation is required prior to appointment.