



Office of Human Resources
Motor Vehicle Technician III - CC2738
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs lead work over technicians engaged in the inspection and auditing of applications and legal documents for vehicle registration and the licensing of motorized vehicles.

Distinguishing Characteristics

This class performs advanced, specialized work processing the registration and licensing of all types of motorized vehicles. It is distinguished from a Motor Vehicle Technician II class that performs full performance level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles, assists the public by providing a variety of information including title application, customer identification requirements, emission testing, and insurance requirements, ensures compliance with federal, state, and local statutes, rules, and regulations, and collects all applicable fees and taxes. The Motor Vehicle Technician III class is also distinguished from the Motor Vehicle Supervisor that performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles, assist the public by providing a variety of information, and ensures compliance with federal, state, and local statutes, rules, and regulations.

This is the third class in a three class series. The Motor Vehicle Technician I and the Motor Vehicle Technician II classes are a progressive series. Employees can move through the progressive series from a Motor Vehicle Technician I to a Motor Vehicle Technician II. The Motor Vehicle Technician III class is not included in the progressive series.

Level of Supervision Exercised

Performs lead work over employees classified as Motor Vehicle Technician I and II.

Essential Duties

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Assists in running the daily operations such as opening, closing, securing offices, responding to escalated customers, issuing credits and making corrections to the State system.

Assists with on the job training on motor vehicle policies, procedures, methods and techniques in order to process and issue motor vehicle titles, licenses, and registration documents.

Processes new and license renewal applications and issues motor vehicle titles, licenses, registration documents, validation tabs, and permits by confirming a customer's identity and county of residence, verifying the accuracy of submitted documentation, determining the correct type of title and license to issue, and ensuring compliance with governmental statutes, rules, and regulations.

Assesses, calculates, and collects license fees, a variety of applicable taxes, and other related fees based on an analysis of each customer transaction.

Responds to complex customer questions and issues such as licensing and titling procedures, fee and tax requirements, emission testing, and insurance requirements, explains statutes, policies, procedures, and rules, and assists customers resolve problems and/or concerns.

Processes payment transactions utilizing the cash tendering system, maintains cash drawers, balances and reconciles both cash and check transactions daily, resolves any balancing problems, deposits daily revenues, and enters information into the state computer system.

Processes license renewal applications received in the mail or on-line, reviews documents for completeness, accuracy, and compliance with statutes, issues motor vehicle registration documents and validation tabs, determines why some renewals are rejected, and sends correspondence to customers explaining fees, reason for rejection, and policies and procedures.

Maintains assigned state inventory and files and records required by the Colorado Department of Motor Vehicle.

Operates a variety of office equipment, performs preventative maintenance, reports all malfunctions, and troubleshoots problems in conjunction with a repair technician until the machine is in working order. Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

Knowledge of the principles of confidentiality related to the work assignment.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of clerical experience which must include one year of experience at the type and level of a Motor Vehicle Technician II.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions.

Subject to location re-assignment.

Pressure due to high public volume and demands.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Pushing: exerting force upon an object so that the object is away.

Pulling: Exerting force upon an object so that the object is away.

Stooping: Bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Far Acuity: ability to see clearly at 20 feet or more.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-616

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: