



Office of Human Resources
Motor Vehicle Technician I - CC2349

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General Statement of Duties

Performs entry level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles while receiving training in the applicable federal, state, and local statutes, rules, and regulations, develops the knowledge and skills necessary to issue motor vehicle titles, licenses, and registration documents, and trains in collecting all applicable fees and taxes.

Distinguishing Characteristics

This class performs entry level work processing the registration and licensing of all types of motorized vehicles while receiving training. This class is distinguished from the Motor Vehicle Technician II 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 I is also distinguished from the Administrative Support Assistant IV class that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

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.

Level of Supervision Exercised

None

Essential Duties

Receives 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 and ensure compliance with governmental statutes, rules, and regulations.

Attends training sessions to learn processes, practices, and application of state motor vehicle statutes, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate statutes, rules, regulations, and procedures.

Trains and assists in processing applications, issuing motor vehicle titles, licenses, registration documents, validation tabs, and permits, processing payment transactions, and responding to customer questions and issues.

Trains and becomes proficient in assessing and calculating all types of fees and taxes.

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

Performs increasingly more responsible work as the employee gains experience and independently provides all motor vehicle services.

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

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

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.

Knowledge & Skills

Knowledge of Colorado State Statutes related to registering, licensing, and titling of all types of motor vehicles, Colorado Registration Information System, newly enacted legislative bills regarding motor vehicles, tax regulations, and other federal, state, and local policies, laws, and requirements.

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

Education Requirement

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

Experience Requirement

Three (3) years of full performance clerical/secretarial experience such as examining and evaluating a variety of information to determine correctness, completeness, and adherence with requirements, utilizing a computer to input information/data, preparing and processing vouchers and invoices, and providing the public with general and/or explanatory information in order to resolve problems/issues.

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.

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.

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.

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

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-614

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: