

Civil Division: Oneida County Government  
Jurisdictional Class: Competitive  
EEO Category: Administrative Support  
Revised: 10/14/08

## **MOTOR VEHICLE REPRESENTATIVE**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Oneida County Department of Motor Vehicles. Employees in this class are responsible for reviewing and processing registration and licensing documents and receiving appropriate fees through either manual processes or by a teleprocessing device. The Motor Vehicle Representative must be able to determine causes of malfunction or rejection responses from the computer and follow proper procedures for correction. This employee must have a working knowledge of the New York State Vehicle and Traffic Laws. Responsibilities include considerable public contact. Supervision is received from an assistant Motor Vehicle Supervisor, allowing some leeway in the exercise of independent judgment. The incumbent performs related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Reviews a variety of licensing and applications at a public counter to determine accuracy and acceptability;  
Explains reasons for rejections to applicants by oral or written explanation;  
Edits applications to conform to computer requirements;  
Determines appropriate procedures to follow in processing license or registration transactions including computer terminal, manual or exception procedure;  
Processes transactions by appropriate methods;  
Employs enforcement procedures where motor vehicle violations or criminal convictions occur;  
Based on established criteria and reciprocity agreements, determines whether foreign and out-of-state documents submitted for reciprocity are acceptable;  
Answers inquiries from the general public by phone, in person or by mail;  
Conducts eye tests and written exams for learner's permits pursuant to Motor Vehicle Traffic Laws of New York State;  
Operates specifically designed camera for photo identification;  
Assists in the compilation of receipts, expenditures and records for submission to the State Motor Vehicle Department;  
Receives, counts and stores license plates tabs, forms and other pertinent supplies;  
Types forms, records and reports according to manual guidelines from State Motor Vehicle auditing procedures.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of departmental procedures, equipment and office terminology; good command of English and business arithmetic; ability to operate a teleprocessing terminal; ability to operate a camera; ability to deal courteously and effectively with the public; ability to make change and arithmetic computations rapidly and accurately; ability to examine a variety of documents in support of application for Motor Vehicle license and registration; ability to keep records accounting for plates and stickers received and issued; ability to understand and interpret laws, rules and regulations pertaining to the issuance of Motor Vehicle operation and ownership; clerical aptitude.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of clerical and/or cashier experience; **OR**
- (B) Three (3) years of clerical and/or cashier experience.

**NOTE:** Verifiable part-time and/or volunteer clerical/cashier experience will be pro-rated toward meeting full-time experience requirements.

**SPECIAL REQUIREMENTS:** Prior to appointment, the Department of Motor Vehicles will perform both **citizenship verifications** and **criminal history checks** for DMV employees per compliance with Section 7209 of the Intelligence Reform and Terrorism Prevention Act of Two Thousand Four, Public Law 108-458, and procedures promulgated thereto by the Department of Homeland Security for issuance of Enhanced Drivers Licenses (EDLs) or identification cards.

Adopted: 02/08/95  
Revised: 11/05/99, 10/14/08

*Title in promotional series: Motor Vehicle Representative, Senior Motor Vehicle Representative, Assistant Motor Vehicle Supervisor, Motor Vehicle Bureau Supervisor*