

IOWA COUNTY JOB DESCRIPTION

Department: Treasurer Office

Date: 11/6/2020

Title: Driver's License Examiner

Reports To: Treasurer

PURPOSE OF POSITION

Coordinate and operate the Driver's License Department; conduct driver's license examinations, perform work as required in Motor Vehicle and Real Estate Departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this position. They are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Perform duties in the driver's license department, including but not limited to:

- Processes applications for Iowa state driver's licenses, CDL's, official state and handicap identifications.
- Determines and administers necessary testing, including written, oral, driving, re-exams, and vision screening, and issues the correct class of license identification, or handicap designation.
- Schedule and conduct reexaminations (written, driving, or visual) and reviews medical/vision reports to assure that the applicant is medically and physically capable of safely operating a motor vehicle.
- Respond to questions, issues and concerns of customers on the telephone, written or other inquiries regarding driver's license.
- Prepare reports, notices, etc., by entering data and forwarding as needed.
- Order and stock supplies
- Maintains daily cash drawer transactions and financial accountability

Additional office duties, including but not limited to:

- Assisting customers at the counter
- Process basic transactions relating to motor vehicle and real estate
- Respond to questions and inquires relating to real estate and motor vehicle transactions.
- Travel for training.
- Collect license plates on vehicles that are stored or junked
- Assist other personnel in the office.
- Processes outgoing mail using postage machine.

COMPETENCIES REQUIRED

- Knowledge of communication techniques that facilitate good relations.
- Ability to read and write the English language and to interpret written information and respond to inquiries from applicants and the general public, etc.
- Agility sufficient to enter and exit various types of motor vehicles.
- Ability to lift items weighing up to forty pounds.
- High standards of ethical conduct: Exhibit honesty and integrity
- Tactfully work and communicate with internal and external customers to meet their needs in a polite, courteous, and cooperative manner, taking into account the audience and nature of the information.
- Commitment to quality service.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Work with minimal supervision.
- Demonstrate responsible behavior and attention to detail.
- Respond appropriately to supervision.
- Ability for regular eye contact involving use of fingers, hands, arms, feet and legs.
- Ability to see objects at the depth of 20” or less.
- Ability to stand at counter for prolonged periods.
- Knowledge of basic office practices
- Ability to perform complex clerical tasks and make decisions requiring interpretation and judgment;
- Ability to plan and organize work flow
- Ability to follow oral and written instructions accurately and efficiently.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or the G.E.D equivalent and experience equal to two years of general office experience.

Environmental Adaptability

Work is normally performed in an office environment. Head aches, eye strain, carpal tunnel, and related occupational hazards associated with data entry work would reflect most common injury. Deal regularly with angry, distraught or emotionally disturbed citizens.

Employee's Signature

Date

Department Head

Date

Iowa County is an equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.