

Limestone County

JOB DESCRIPTION

Job Title: License Tag Clerk
Department: License Commission
FLSA: Nonexempt Grade: VI
Job Description Prepared: February 2013

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: License Supervisor; Chief Clerk
Subordinate Staff: None
Other Internal Contacts: Revenue Commission; Probate Office; Other Departmental Employees
External Contacts: General Public; Car Dealerships; Law Enforcement Agencies; State DOR; Department of Public Safety (DPS); DPS-Examiner; Other County Licensing Offices

Job Summary

Under the supervision of the License Supervisor, the employee performs duties related to the successful operation of the License Commission. The employee processes, issues and renews tags for vehicles and boats. The employee assists with vehicle titling. Employee collects cash, issues receipts and balances cash drawer daily. The employee operates computer terminal for issuing licenses, tag receipts and motor vehicle licenses. Prepares daily reports, and updates computerized data. The employee cross trains in other functions of the Department to facilitate efficiency and customer service.

Job Domains

A. Tag Issue and Registration

1. Generates vehicle master record from title application provided by dealers, finance companies, and tag tax receipt from other Alabama licensing officials.
2. Conducts renewals of vehicle tags and registration.
3. Determines registrant's legal residence.
4. Verifies proper documents are available to complete vehicle registration and/or title transfer in accordance with state law.
5. Determines the appropriate transfer of current and expired Alabama license tags.
6. Determines the appropriate vehicle license plate based on the registrant's gross weight highway usage.
7. Assigns correct tag type as stated in the State Motor Vehicle Handbook to ensure correct fee collection.
8. Prepares state application for registrant's authorization on all personalized license tag sales, amateur radio tag sales, antique tag sales and VIN plates for homemade trailers.
9. Reviews and applies procedures from the State Motor Vehicle Handbook as adapted from the Code of Alabama, 1975.
10. Verifies that correct tag penalties and interest are reported and collected as mandated by state law.
11. Validates that tag fees correspond with prorated amounts due as established by State's Staggered Registration system.
12. Secures the correct year and month decal to a newly assigned metal plate; or provides decals with tag and tax receipt during registration.
13. Verifies the proper certification of veterans prior to issuance of certain distinctive military tags as mandated by state law.
14. Validates and collects payment of Federal Heavy Use Tax prior to issuance of certain large truck tags as mandated by federal law.
15. Determines proper authorization is received prior to issuance of handicapped parking tags, decals and placards; active reservists and National Guard license tags; and any other distinctive license plate (i.e. firefighter or rescue squad members).
16. Verifies the payment of citations for improper tags issued by State Revenue Officers prior to issuance of license tags.

B. Title Processing

1. Determines availability of proper documents to complete title transfer in accordance with state law.

2. Verifies that the federal odometer criteria are met.
3. Inspects vehicles and trailers; verifies VIN number on all first Alabama title requests vehicles as required.
4. Ensures recorded information on title document is complete and accurate, including buyer and seller signatures and addresses, odometer reading, date of sale, and lien release or lien assignment.
5. Ensures attached documents and affidavits are reviewed for completeness and acceptability.
6. Assists applicants with obtaining and completing state forms and correction affidavits.
7. Prepares title application and verifies accuracy with the customer by mutual signatures prior to submitting title application to state DMV.
8. Reviews and validates applicant's signature, mailing address, and resident address with owner's name on title application prior to completion of transaction; corrects and reprints if necessary.
9. Processes and secures copies of title applications, files appropriately.
10. Prepares and processes titles for manufactured homes.
11. Processes and coordinates for duplicate or replacement titles.
12. Determines appropriate lien information for title applications.
13. Processes corrections on rejected titles and title applications.

C. Tax/Fee Collection

1. Determines municipal residence of registrant and labels master record with appropriate code.
2. Distinguishes all vehicles as Class II or Class IV personal property as specified in the State Uniform Motor Vehicle Valuation Manual.
3. Reviews and applies procedures for vehicles registered under the International Registration Plan, the assessment for ad valorem taxes of autos, trucks, motorcycles, motor homes, travel trailers, campers, semi-trailers and utility trailers, the collection of escaped ad valorem taxes on motor vehicles, vehicle registration for nonresident military personnel under the Soldiers and Sailors Civil Relief Act of 1940, ad valorem tax exemptions for disabled persons and certain organizations, and ad valorem tax liens on salvaged vehicles as specified by state law.
4. Calculates ad valorem tax due date after studying registration package provided by the registrant.
5. Calculates ad valorem tax due at the next renewal month for registration and labels master record for proper assessment.
6. Ensures correct ad valorem penalties and interest are reported and collected.
7. Calculates purchase price of a vehicle for the proper collection of casual sales tax between individual sales.

8. Calculates purchase price of a vehicle for the proper collection of use tax from licensed dealer sales.
9. Determines the appropriate market value of vehicles, trailers and motor homes for proper assessment.
10. Calculates purchase price on a manufactured home to ensure proper collection of casual sales tax or use tax on sales.
11. Verifies vehicle liability insurance prior to registration, utilizing the state online web-based system.

D. Audit Control

1. Verifies end of day listing of all license tags and decals sold with individual receipts.
2. Follows office procedures for inventory control on all state assigned license tags, tag decals, temporary tags, and handicapped parking decals and placards.
3. Prepares and secures all daily receipts of licenses and registrations for filing.
4. Prepares affidavits of disability for veterans tag exemption.
5. Prepares affidavits for nonuse status on certain vehicles.
6. Prepares copies of all bills of sale, support documents for certain distinctive tag prerequisites or tag exemptions, IRS Form 2290, and handicapped parking applications and files appropriately.

E. Cash Collection

1. Collects appropriate fees from registrant prior to license issuance; makes correct change as required.
2. Secures all monies in cash drawer.
3. Verifies petty cash amount in cash drawer prior to each business day.
4. Verifies and reconciles any shortages or overages.
5. Generates daily cash collection summary spreadsheets; compiles to a monthly report and saves for auditing purposes.
6. Reconciles end of day listing with all file copies of tag and tax receipts issued to registrants.
7. Reconciles end of day listing of all license tags and decals sold with cash collection.

F. Customer Service

1. Greets customers and refers them to appropriate individual or office.

2. Promptly answers telephone, routes calls, reports messages, and provides information.
3. Assists customers in obtaining necessary information and documents for registration.
4. Provides customers with state forms; offers assistance for completion.
5. Prepares written correspondence to customers when action is required.
6. Updates tag master records for registrant name and address changes.
7. Ensures all registrants receive a proper receipt for transactions and questions concerning any transaction fees are reviewed and explained.
8. Researches registration suspensions.
9. Reviews vehicle registration fees and data by phone or in person with family members or other acquaintances of the registrant.
10. Provides timely and helpful assistance to all customers.
11. Ensures the accuracy of vehicle descriptions of state DMV and law enforcement database by testing vehicle identification number.
12. Performs other duties as assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of County rules, regulations, policies and procedures.
2. *Knowledge of Alabama state laws pertaining to licensing and registration.
3. Knowledge of general office procedures and filing systems.
4. Knowledge of basic bookkeeping/accounting procedures.
5. Knowledge of safety rules including accident causation and prevention.
6. Reading skills to comprehend laws, directives, procedures and instructions.
7. Verbal skills to communicate effectively with supervisor, co-workers, and public in person or over the telephone.
8. Writing skills to clearly and neatly complete routine forms records, and notes using correct English, grammar, punctuation, and spelling.
9. Math skills to perform basic calculations (add, subtract, multiply, divide) and calculate taxes.
10. Ability to operate standard office equipment (computers, fax machines, copiers, etc.).
11. Ability to use computers and office productivity software (spreadsheets, word processing, etc.).
12. Ability to keep records and make accurate reports.
13. Ability to handle money, checks, and credit card receipts.
14. Ability to use a multiline telephone.
15. Ability to explain laws and rules to customers.
16. Ability to deal with all contacts in a courteous and patient manner.

17. Ability to work under stressful and time constraint situations
18. Ability to work independently with a minimum of supervision.
19. Ability to organize and process work.
20. Ability to readily learn new processes and procedures.
21. Ability multi-task; organize and prioritize responsibilities.

Minimum Qualifications

1. Possess a high school diploma or GED.
2. Two years of experience in an office environment with customer service.
3. Ability to travel to attend meetings and training programs.
4. Ability to work overtime or non-standard hours as required.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.