

*Limestone  
County Commission*

*Chairman  
Collin Daly*

*Administrator  
Ellen Morell*



*Commissioners:  
Daryl Sammet  
Danny Barksdale  
Derrick Gatlin  
LaDon Townsend*

**THE LIMESTONE COUNTY COMMISSION HAS AN OPENING FOR:**

**HELP DESK CLERK**

License Commissioner

**Alabama Career Center  
2535 Sparkman Dr. NW  
Huntsville, AL  
Phone: (256) 851-0537**

**Or**

**Limestone County Commission  
310 W. Washington St.  
Athens, AL  
Phone: 256-233-6400**

**Or**

**Online: <https://limestonecounty-al.gov/doing-business/jobs>**

**MONDAY THROUGH FRIDAY, 8:00 A.M. UNTIL 4:30 P.M.**

**SEE ATTACHED JOB DESCRIPTION FOR TYPICAL DUTIES  
AND RESPONSIBILITIES**

**SALARY \$16.05 PER HOUR**

**APPLICATIONS WILL BE ACCEPTED THROUGH  
AUGUST 8, 2023**

**AN EQUAL OPPORTUNITY EMPLOYER (M/F/V/D)**



**Help Desk Clerk**  
License Commissioner

LC/07  
Job Grade 9

**JOB SUMMARY**

This position is responsible for providing clerical and customer service support for department operations.

**MAJOR DUTIES**

- Greets each customer upon entry and when exiting.
- Provides each customer with the proper clerk assignment, based on the needs each customer describes.
- Surveys each customer to ensure that all required documentation is available to complete their desired transaction(s).
- Works with customers on a case by case basis to provide an understanding of what documents are needed in order to complete their desired transaction.
- Monitors lobby on a constant basis to prevent any customers from missing their queue to approach his or her assigned window in order to receive services.
- Monitors waiting lobby to identify and report any suspicious behavior to supervisor and/or on-site Security Officer.
- Maintains an extensive library of educational resources that can be provided to customers who are unaware of the requirements for specific transactions.
- Daily interaction with a diverse pool of individuals.
- As the first and the last staff member the customer may interact with, this position will field comments, compliments and complaints. This position will be tasked with determining if/when a supervisor needs to be requested, based on a case by case occurrence.
- Performs related duties.

## KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

## SUPERVISORY CONTROLS

The Deputy License Commissioner assign work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- Through initial training, develops a broad understanding of documentation requirements (both State and Local) for all License Commissioner's Office transactions.
- Ability to identify key elements on documents that are not uniform to documents maintained by the Alabama Department of Revenue (i.e. Out of State Titles and/or Registrations, Divorce Decrees, Power of Attorneys, etc.)
- As the initial greeter of each customer, this position is relied on heavily for setting the tone of each customer's visit. This staff member will be required to communicate with a wide variety of personalities but will be expected to provide consistent, friendly customer service to all
- This position will be affected greatly by times of high traffic. Multitasking is continuously required, with the complexity of demands increasing significantly during times of higher traffic.

## CONTACTS

- Contacts are typically with co-workers, other county employees, representatives of state agencies, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while standing behind a desk or table. The employee may lift light objects at times and will make frequent trips between the designated Help Desk and other areas of the office.
- The work is typically performed in the Limestone County Courthouse Annex main lobby.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/ internship or having had a similar position for one to two years.