

**CUSTOMER SERVICE REPRESENTATIVE, LEAD**

**Nature of Work:** Under general supervision and in a lead capacity, performs and leads public contact work involving the receipt, auditing, processing, recording and issuance of drivers' license, vehicle registration, vehicle titles and related documents. Performs daily audits and prepares daily labor reports as directed. Responsible for office in the absence of the manager or supervisor. Performs voids and corrects errors in computer cash register system. Assists in assigning, reviewing and approving the work of other employees; may approve leave requests, trains employees in new work methods and orientation; handles unusual and complex driver or motor vehicle licensing and title problems. Assists public by telephone and in person in processing driver or motor vehicle license and title processing. Explains and provides assistance in requirements, fees, documents, forms, taxes and surcharges involved in registering and licensing vehicles. Reviews and processes documents, issues drivers' licenses, vehicle plates. Performs related duties as required.

**Examples of Work**

Assists in planning, assigning and reviewing the work of others and trains employees in work methods.

Audits Customer Service Representatives at check-out time and verifies transactions at the end of the day.

Has authority to make corrections/voids to other Customer Service Representatives' transactions in the computer cash register system.

In the absence of a Supervisor will have authority as established by management: i.e., delegate job assignments, arrange work schedules, prepare daily labor reports, approve leave requests, counsel employees on current and/or new policies and procedures, and prepare correspondence and reports, etc.

Greets motorists in person or by telephone, answers questions regarding state law, policy or procedure; assists motorists in the processing of driver and motor vehicle license and registration; explains necessary forms, fees, taxes, and surcharges involved in the licensing of vehicles, including boats and motorcycles.

Reviews state code, vehicle registration manuals, policy directives, and vehicle appraisal guides to locate information applicable to the licensing situation.

Enters data into the computer to access previous registration data and to update or enter new file information.

Reviews motorists' documentation to ensure that all information is complete and accurate; assesses fees and gives receipts of payment; balances the cash drawer with the log of transactions at the end of each business day.

**CUSTOMER SERVICE REPRESENTATIVE, LEAD****Examples of Work (cont'd)**

Relieves other staff for breaks during the day; performs support duties such as re-stocking forms or making copies. Mails out forms in answer to inquiries; may compose routine explanations to accompany forms.

**Knowledge, Skills and Abilities**

Knowledge of motor vehicle law, rules and regulations.  
Skill in the use of alpha and numeric keyboard.  
Ability to interpret rules and regulations.  
Ability to communicate effectively, both orally and in writing.  
Ability to operate complex telephone equipment.

**Minimum Qualifications**

**Training:** Graduation from standard high school or the equivalent.

**Experience:** Four years of full-time or equivalent part-time paid experience in bookkeeping, sales or related public contact work, or two years of full-time or equivalent part-time paid work in cashiering or regular public contact work with the Division of Motor Vehicles or in as a Driver License Examiner with the West Virginia State Police.

**Substitution:** Successful full-time study in an accredited college or university, or resident business or vocational school training may be substituted through an established formula for the required experience.

**Special Requirement:** Must be eligible for bonding.

Established: 4/18/96  
Revised: 10/23/96, 11/3/2000  
Effective: 11/3/2000