

**CUSTOMER SERVICE REPRESENTATIVE**

**Nature of Work:** Under general supervision, performs full-performance level clerical/public contact work involving the processing, recording and issuance of drivers' license, vehicle registration, vehicle titles, and related documents. Work is characterized by regular and recurring tasks requiring knowledge and interpretation of motor vehicle and driver registration and license laws, policies and procedures. Operates moderately complex office equipment on a regular basis. Refers unusual or hostile situations to a supervisor. Performs related work as required.

**Examples of Work**

- 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.
- 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:** One year of full-time or equivalent part-time paid experience in bookkeeping, cashiering or related public contact work.

**CUSTOMER SERVICES REPRESENTATIVE (CONT'D)**

**Minimum Qualifications (cont'd)**

**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: 10/21/93  
Effective: 11/15/93