



Motor Vehicle Clerk Job Description

Job Title: Motor Vehicle Clerk
Department: Treasurer
FLSA Designation: Non-Exempt
Reports to: County Treasurer
HR Approved:

Job Summary

Performs clerical and customer service duties in the Treasurer's Office, primarily issuing driver's licenses and processing motor vehicle registrations and title transfers. May also collect property tax payments. Requires strong customer service and organizational skills, accuracy in handling and reconciling funds, and the ability to navigate multiple computer systems efficiently, especially during high-volume periods.

Essential Functions and Responsibilities

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

- Answers phones and customer inquiries, assists customers at the counter regarding titles, registrations, driver's licensing, and taxes.
- Processes title transfers in compliance with Iowa Code, verifies documents, researches out-of-state titles, and collects tax, title, lien, and registration fees.
- Renews vehicle registrations from counter, mail, and web submissions quickly and accurately.
- Issues replacement titles and registrations by researching requirements and assembling mandated documentation.
- Assigns and tracks license plates, processes personalized plate requests and administers refunds/credits.
- Records, perfects, releases, and forwards liens to customers and lienholders, maintaining accurate system entries.
- Collaborates with agency partners such as the Iowa DOT, the Iowa Department of Revenue, the Clerk of Court, other county offices, foreign jurisdictions, etc., to resolve issues and finalize transactions in compliance with Iowa code and administrative rules.
- Processes junk certificates, rebuilt titles, and stored/non-use status in accordance with Iowa Code.

- Completes all online, in-person or other continued trainings as required including but not limited to Iowa motor vehicle code updates, non-commercial and CDL issuance, document and identity fraud detection, and any other content as required to maintain issuance certification.
- Sorts and distributes daily mail.
- Scans and files documents and maintains databases in compliance with department policies.
- Ensures end-of-day balancing of cash drawers.

As needed:

- Issues driver's licenses and IDs, conducts vision checks and required tests, updates records, and applies CDL/restriction rules
- Collects property taxes, redeems tax sales, reconciles cash drawers and safe daily, and prepares/mail statements and notices.
- Performs other duties as assigned.

Required Education and/or Experience

High school education or G.E.D. and seven to twelve months of related experience or training; or equivalent combination of education and experience.

Preferred Education and/or Experience

High school diploma or G.E.D.; and one year of related experience or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Valid Iowa Driver's License
- Ability to pass a background check

Knowledge, Skills, and Abilities to Perform Essential Functions

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to learn federal and state CDL licensing requirements and all driver's license restrictions and endorsements (motorcycle, SR22, medical, etc.).
- Ability to track and consult multiple resources to determine proper administration of law for licensing requirements.
- Proficiency in the use of Windows-based computer programs.
- Ability to reliably and predictably carry out duties is required.
- Ability to maintain regular and timely attendance is required.

- Ability to work overtime and work beyond the scheduled workday is required.

Equipment Used

Computer, printer, telephone, copy machine, calculator

Supervision

No supervision of direct reports.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Work Environment

The noise level in the work environment is usually moderate. Duties are generally performed in an office setting with a controlled environment. The job requires sitting for extended periods of time and the work may expose the employee to unpleasant social situations and significant work pace pressure. Travel to Pella to work independently on Wednesdays.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts, or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Signature

Date

Department Head Signature

Date

Marion County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will consider reasonable accommodations to perform essential functions and responsibilities for this position for qualified individuals with disabilities. Marion County encourages prospective employees and

incumbents to discuss potential accommodations with the Employer.