

CLASS TITLE: ADJUDICATION SERVICE REPRESENTATIVE

Class Code: 02991100

Pay Grade: 18A

EO: F

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: In the main office of the Division of Motor Vehicles, to work within the Adjudication Division in a fast paced, high volume environment; to be responsible for reviewing, compiling and processing documents pertaining to the suspension of an operator's license and/or registration privilege; to assist customers with a variety of mandates pertaining to their driving record and out-of-state suspensions; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of a superior with latitude for the exercise of independent judgment in accordance with established policies, procedures and methods; work is subject to review usually upon completion for conformance with such policies, procedures and methods.

SUPERVISION EXERCISED: On occasion, leads mentors and/or assists in training clerical or other personnel assigned to assist; and may be called on to provide instruction to new employees in training.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED

To work within the Adjudication Division in a fast paced, high volume environment and is responsible for reviewing, compiling and processing documents pertaining to the suspension of an operator's license and/or registration privilege; to assist customers with a variety of mandates pertaining to their driving record and out-of-state suspensions.

To interact and respond to all State courts, agencies and municipality requests, including requests to enter suspensions/satisfies.

To be responsible for the preparation of files for hearings, suspensions and reinstatement transactions.

To process driving record requests for courts, law enforcement and the public; and maintain record of such transactions.

To be responsible for sorting, counting currency, and checks, and is accountable for all monies received including credit card transactions pertaining to any transaction within the Adjudication Division.

To assist the public by answering questions at the check-in counter, by phone, mail or email, and directs the public to the appropriate State, municipal agency, or court of jurisdiction.

To provide clear explanation to customers regarding any and all related paperwork including documents received from the Division of Motor Vehicles via mail.

To provide clear explanation to the customer variety of violations that may be listed on his/her driving record, and process driving records for the public and municipalities.

To provide assistance to customers over the phone, and take proper information needed to correspond via mail.

To process and cancel related proof of insurance policies.

To access third party databases to verify insurance information.

To perform a variety of additional related duties on a daily basis in servicing the public as needed.

To utilize third party databases to obtain information pertinent to driver's license or registration suspension.

To process and enter stays and suspensions as directed.

To process any other information pertaining to a license, registration suspension, or block.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of techniques involved in the preparation of files for license and registration reinstatements; knowledgeable of all state and national suspension codes, and is familiar with the motor vehicle codes of the State of Rhode Island; ability to interpret and rapidly recall the guidelines by which the motor vehicle statutes are applied in license and registration reinstatements; the capacity to work effectively with the general public in person, by email and over the telephone; ability to perform quality customer service and communicate with the public in a courteous manner under stressful situations; the ability to perform mathematical calculations; ability to operate routine office equipment; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through graduation from a senior high school; and/or completion of a minimum of two years of college course study; and

Experience: Such as may have been gained through employment experience in a customer service capacity, which involved meeting and dealing with public.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience

Class Created: December 11, 2016