

**CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE II
(DMV)**

**Class Code: 02458300
Pay Grade: 18
EO Code: F**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: In the main office or a branch office of the Registry of Motor Vehicles, to be responsible for reviewing and processing applications for registrations, titles, and licenses using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transaction, and to maintain simple records thereof; may provide assistance and authoritative information to the public with registry problems and advise the public as to the best solution to those problems; to deal with the public on an on-going basis with firmness and tact; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom assignments are received with some instructions, in accordance with policies and procedures; work is subject to review upon completion based on the results obtained and on conformance to the laws, regulations and procedures pertaining to the various registry transactions.

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

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

May serve as a lead worker in the Main Registry or Branch Office, reviewing and processing applications for registrations, titles, and licenses using of a computerized automobile registration system.

To provide technical assistance to the public to receive taxes, fees and other monies pertaining to motor vehicle transactions and to maintain simple records thereof.

To assist the public with difficult registry transactions, and the ability to advise the public as to the best solution on an on-going basis.

To assist the public with the requirements for residency, mandatory insurance and federally mandated social security information.

To be responsible for registering the public to vote in accordance with the Federal Motor Voter Law.

To review and approve submitted forms for the approval of Motor Vehicle Operator licenses, RI Identification cards, and/or driver permits for completeness and accuracy of preparation and to collect appropriate fees.

To check and verify compliance with the required certificate of title law for all new vehicles for completeness and accuracy of preparation and to record and charge fees for same.

To review all registry forms including tax forms for completeness and accuracy of preparation in order to issue registration plates or tags for motor vehicles.

To explain the requirements for and to assist the public in collecting payment of the sales tax and/or fees for the appropriate document being processed and to officially validate and issue same.

To explain the requirements of and to provide assistance to the public on participation in the organ donor program.

To be responsible on a regular basis for sorting and counting currency, coins and checks and to be accountable for totaling all taxes, fees and other monies received.

As required, serve as a lead worker to assist in other registry functions by serving at an information booth, researching and verifying information provided by the public to insure that all requirements have been compiled with, for the issuing of permits and an operators license(s), conducting and scoring an eye test machine, operating an I.D. photo camera, and the like.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of and the ability to interpret and rapidly recall the guidelines by which the motor vehicle statutes are applied towards the registration of motor vehicles and licensing of motor vehicle operators; a working knowledge of tax laws, regulations and procedures pertaining to the various registrations, titles, and licenses and are interpreted with consistency and equity for all the public; the ability to apply such guidelines in the context of a computerized automobile registration system involving the operation of a direct entry computer terminal; the ability and judgement to insure that the procedures and practices applicable to the receipt of monies have been followed; the ability to deal courteously with the public including under stressful situations; the ability to perform simple mathematical calculations; the ability to operate routine office machines; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: A minimum of 18 months employment as a Customer Service Representative I at the Registry of Motor Vehicles and successful completion of the Cross-Training DMV Program which includes proficiency in core tasks and main functions of the registration, title, and licensing units as evaluated by an assigned supervisor.

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

Class Created: December 29, 2002

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