

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

**Class Code: 02458400
Pay Grade: 21
EO: F**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: In the main office or a branch office of the Division of Motor Vehicles and at the highest level of expertise, 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 transactions, and to maintain simple records thereof; provide courteous assistance and authoritative information to the public with registry problems and advise the public on problem resolution; serve as a lead employee to monitor the work to ensure standardization of processing within an assigned area; and to do related work as required.

SUPERVISION RECEIVED: Works independently under the general supervision of a superior from whom assignments are received; work is subject to review upon completion to ensure conformance to the laws, regulations and procedures pertaining to the various registry transactions.

SUPERVISION EXERCISED: Periodically will be called on to lead, mentor and/or assist in the training of Customer Service Representatives and other personnel and provide instruction to new employees in training.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In the main office or a branch office of the Division of Motor Vehicles and at the highest level of expertise, 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 transactions, and to maintain simple records thereof; provide courteous assistance and authoritative information to the public with registry problems and advise the public on problem resolution; serve as a lead employee to monitor the work to ensure standardization of processing within an assigned area.

As assigned, to serve as a member of a project team to work closely with vendors, Administration, staff and/or other related parties to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to provide training; and to perform other related project tasks.

To 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 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 operator's license(s), conducting and scoring an eye test machine, operating an I.D. photo.

To review various documents such as certificates of title, bills of sale, proof of insurance and vehicle identification, wills, power of attorney, driver's licenses, birth certificates, passports,

court documents, alien registrations and registration, inspection and insurance cards to determine validity, authenticity, accuracy, completeness and eligibility;

To interpret and explain applicable state and federal motor vehicle laws, rules, regulations, policies and procedures to the public, attorneys, lien and insurance companies, municipalities, court and law enforcement staff, automobile dealers and other states;

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 intercede in the most complex transactions in the resolution of customer complaints/problems.

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 review, approve or reject complex transactions.

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.

To maintain accurate daily entries of registration and license as it relates to overrides/audit information.

To provide training to new employees, refresher training and instruct employees in new or revised laws, rules, regulations, policies, and procedures.

To prepare required reports, memorandum and correspondences;

To provide quality customer service in a professional, efficient and courteous manner in person, on the phone, and through office staff.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough working knowledge of and the ability to interpret and rapidly recall the guidelines and procedures by which the motor vehicle statutes are applied towards the registration of motor vehicles and licensing of motor vehicle operators; a thorough 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

judgment to insure that the procedures and practices applicable to the receipt of monies have been followed; the ability to monitor the work flow of a unit to ensure uniformity and standardization; the ability to deal courteously with the public including under stressful situations; the ability to provide quality customer service to the public with firmness and tact; 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 2 ½ years or 30 months of employment as a Customer Service Representative II at the Division 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: June 28, 2015