

COLBERT COUNTY

JOB DESCRIPTION

Job Title: License/Tag and Title Clerk

Department: Probate

Job Description Prepared: May 2002

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Probate Judge

Subordinate Staff: None

Other Internal Contacts: Record Room; Data Processing Manager; Revenue Commissioner

External Contacts: State Department of Motor Vehicles; Other Counties; Automobile Dealerships; General Public

Job Summary

Under the direction of the license, tag and title supervisor, the employee is responsible for selling tags, titles and licenses issued by probate office. Provides information and referral to the public. Collects funds and prepares receipts. Balances cash drawer daily. Enters information into a computer and prints out daily reports. **May be assigned a certain report to complete. Not every employee in this job will necessarily perform every task.**

Job Domains

A. Assistance to the Public

1. Answers telephone and greets walk in public.
2. Provides information and referrals.
3. Copies and faxes information as requested.
4. Ensures customer's needs are met.

B. Titles

1. Provides title application form to customer.
2. Collects proper documentation, information and fees for titles.
3. Visually inspects out of state vehicles and compares to the title, if matches, completes application and determines if back taxes are due.
4. Ensures customer signs title application.
5. Forwards title applications and fees to state.
6. Collects sales tax and ad valorem tax on used vehicles.
7. Prints computer receipts.
8. Notifies customer if state rejects application.
9. Re-submits application after changes are made.

B. Tags

1. Determines type of tag required by the customer information.
2. Processes tag transfers on new and used vehicles; looks up in state system to determine amount of tax, locates information on used vehicles and determines if a voucher is due.
3. Assesses tax based on market value of car in computer system.
4. Maintains tag decal books; lists each decal number and ensures all numbers are accurate.
5. Stocks and verifies tags.
6. Issues tags for cars purchased from individuals; checks back of title application to ensure correct information, ensures title is signed by previous owner, determines if there are any liens and assesses sales tax due.
7. Collects monies for tags and taxes and generates receipts.
8. Balances cash drawer daily.
9. Determines what taxes are due, and collects taxes on vehicles purchased out of state.
10. Ensures correct decal is given and that decal matches receipt.
11. Processes commitment to purchase, replacement tags and handicap plackets.

12. Ensures tag customer has required liability insurance.

D. Licenses

1. Receives calls or visits from public concerning various licenses; i.e. hunting, fishing and disabled fishing licenses and boating and business licenses.
2. Researches appropriate fees and verifies driver's license and residency as needed.
3. Processes boat transfers or renewals; reviews previous receipt and bill of sale, enters information into computer and determines appropriate fees.
4. Assigns Alabama number to out of state boat owners, sells sticker and collects taxes.
5. Maintains boat tag receipts.
6. Assists business owners with privilege license; determines what type of business and appropriate fees, add federal I. D. number to receipt.
7. Collects fees and prepares a receipt.
8. Mails out renewal notices to previous business owners.
9. Enters changes into computer system and sells licenses.

E. Marriage License

1. Types marriage application information into computer.
2. Verifies age.
3. Prints out marriage license.
4. Requests customer to review for accuracy.
5. Provides an official copy to those married by the probate judge.
6. Provides an unfinished copy of license to be filled out and mailed back by minister, etc.
7. Prepares envelope with stamp and address.
8. Verifies state code is followed for marriages of under age 18; both parents present and possess state approved I.D., birth certificates and forms are signed.

F. Reports and Corrections

1. Checks monthly receipts to ensure accuracy and makes corrections as needed.
2. Prints out daily and monthly listing and balances receipts to print out.
3. Downloads on diskette every decal and tag sold and sends to state department of revenue.
4. Assists with or may be assigned a report to process,
5. Loads mandated liability insurance data received from state.

6. Types correction letters/post cards and mails to the public; makes corrections as needed.
7. May receive e-mail from state with FINN number and value of vehicles and downloads to diskette and loads into system.

G. Miscellaneous

1. Fills in for driver's license clerk as requested; operates driver's license machine, keys in information and takes pictures.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of the Code of Alabama and Alabama laws pertaining to the issuance of driver's licenses and other state licenses.
2. *Knowledge of Alabama laws pertaining to the issuance of tags and the processing of title applications.
3. Knowledge of general office procedures.
4. Knowledge of procedures in computer software and hardware operation.
5. Writing skills to neatly and clearly complete forms, reports, etc.
6. Reading skills to read forms and comprehend laws, regulations related to departmental activities.
7. Math skills to calculate fees, balance cash drawer and make change.
8. Ability to operate office equipment such as a copy machine, calculator, computer and driver's license machine.
9. Ability to operate typewriter to type letters, renewal notices, post cards, etc.
10. Ability to communicate effectively with the general public and co-workers in person and by telephone.

Other Characteristics

1. Possess a high school diploma or equivalent and 1 year experience working with the public preferred, however, any combination of education and experience which provide the qualifications listed above will be considered.
2. Ability to travel to attend workshops or conferences.
3. Ability to work more than forty hours per week as needed.
4. Ability to pass a typing test as required.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.

Physical Demands

The work require some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Approvals

_____	_____	_____
Name	Title	Date

_____	_____	_____
Name	Title	Date