

**Department:** AUDITOR'S OFFICE  
**Title:** CUSTOMER SERVICE SPECIALIST 1 – Licensing  
**FLSA Status:** NON EXEMPT  
**Supervisory Duties:** No

### **Scope of Responsibility**

Provide vehicle/vessel licensing and registration services to the general public in a manner to ensure compliance with the DOL Agent contract. Responsible for examining documentation and title applications for compliance with State laws, interface with State Department of Licensing, approve and issue titles, registrations, permits, etc. Requires knowledge of rules and regulations and department policies and procedures for record keeping and elections. Duties are performed under general supervision. This position requires the use of good judgment, independent decision-making and ability to provide courteous service at all times.

### **Essential Functions & Typical Duties**

- Approve and issue original and/or renewal of motor vehicle and vessel ownership registrations/titles by mail, internet and in person for the public and for vehicle/vessel/ORV dealers
  - Issue/Process all requests for renewals, registrations, change of address, report of sale, vessel renewals, etc
  - Issue/Process all trip and other permits and documents such as disables parking permits, gross weight permits, insurance destroyed permits, seller report of sales and mobile home titles
  - Review title applications to determine if the documentation is sufficient to proceed
  - Identify questionable documents and follow notification procedures as outlined by DOL
  - Collect license fees and use tax according to sales price manuals and RCW
  - Create, retrieve, review, change and/or update vehicle licensing and title information
  - Interpret and apply knowledge of laws, regulations, rules, policies and procedures in the resolution of requests, complaints and problems
  - Provide guidance and information to the public regarding vehicle registration, licenses, title tags, waivers, permits and fees
  - Audit cash drawers and balance monies received against daily transmittals. Consult with Supervisor and/or Department of Licensing about any errors or discrepancies
  - Audit inventory of cash, plates, tabs, etc at start and close of each day
  - Receive and process deposits from all subagents who serve Okanogan County
  - Sort mail and process according to office procedures
  - Other licensing duties as assigned
  - Responsible for providing backup, assistance and coverage for licensing and elections
- Duties may include:

#### **Elections**

- Perform voter registration and elections work relating to the import and validation of online voter data and verification of voter identify and voter record maintenance
- Maintain accurate voter registration and voting information in the county's elections management systems
- Interpret and apply the requirements of state and federal statutes as they relate to elections and voter registrations

- Assist the public in resolving questions relating to elections and voter registrations requirements
- Respond to inquiries and interact with public, political parties and various government agencies
- Process ballot requests and perform all aspects of duties delegated by the County Canvassing Board that includes research in the validation of absentee, mail and challenged ballots
- Utilize county maps to determine precinct and district boundaries
- Proof election publications, election and voter registration forms including ballot layouts
- Other elections/voter registration duties as assigned

### Recording

- Receives/Processes documents received in person, by mail, or from the Title Companies in accordance with office policies and requirements (fees, stamps, notarization, recording standards) and inputs document into computer system. Assigns label/number, collects payment or bills proper accounts
- Creates and maintains a digitized filing system for new and historical documents and computerized database for Military Discharge papers
- Issues marriage licenses and sends monthly reports to the Washington State Department of Health
- Reviews documents, records, or applications for completeness, accuracy and compliance with rules and regulations
- Balances collections and completes bank deposit and generates appropriate reports and Title Company statements
- Records documents by scanning into the computer system, indexing and backing up data files on a daily basis
- Processes Title Company documents and surveys per department policy and provide images and documents to other departments, Title Companies and surveyors as requested
- **Maintains and** balances billing accounts for recording, imaging, and copying services provided.
- Input historical documents into recording system
- Answers phone and counter questions regarding document recording/processing and directs queries to proper departments or offices
- Maintains and improves the computer system including initiating back-up protocols; developing new procedures to utilize the digital scanning system for the office, other departments and public; preserving historical information in digital format; etc.
- Receives/orders, sorts, and distributes mail, messages, records, office supplies, and other materials
- Assist the public and other agencies in locating documents recorded over the past 125 years
- Correspond, both verbally and in writing, to maintain an open line of communication with various government agencies (DNR, State Health, Digital Archives, etc.) to meet their individual requirements for uploads, downloads and updates
- Performs routine maintenance on office equipment, arranges for service as needed for maintenance and repair
- Other recording duties as assigned

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.*

## **Minimum Qualifications**

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description

AND

High School diploma or equivalent

AND

Three years of office/clerical experience involving public contact, one year of which must be in a supervisory role

AND

Keyboarding and computer skills

## **Licenses, Certificates, Examinations/Tests and Other Requirements**

Required to acquire and maintain certifications as a Licensing agent and Elections Assistant Administrator as outlined by Washington States' Department of Licensing and Secretary of State Office.

## **Preferred Qualifications**

Office or customer service experience in the public sector

Knowledge of legal descriptions

Knowledge of Eagle recorder system

Knowledge of Drives system

## **Knowledge, Skills and Abilities**

Knowledge of office practices, principles, techniques and administration.

Knowledge of rules and regulations regarding state recording standards.

Knowledge of policies, procedures, and practices applicable to public office functions.

Knowledge of Legal descriptions

Knowledge of effective telephone techniques.

Knowledge and experience in the use Microsoft Office, including Word and Excel.

Knowledge of business English, spelling, and grammar.

Ability to work independently and creatively with only minimal instruction, orientation and supervision.

Ability to perform accurate and detailed filing and recording tasks.

Ability to organize workloads and set priorities.

Ability to comprehend written material and interpret and apply rules and instructions.

Ability to establish and maintain cooperative working relationships with others.

Ability to use **tact, discretion and courtesy** in working with the public, office personnel and interdepartmental contacts.

Ability to communicate effectively, both orally and in writing.

Ability to keyboard accurately at 55 words per minute.

### **Physical Demands**

Work is performed primarily in an office environment and is usually sedentary in nature. However, attendance at meetings may require travel to off-site locations, working evenings and other odd hours on occasion.

The essential functions of this position require: sitting, standing, walking, stooping, bending, kneeling, crouching, reaching, pushing, pulling, twisting, sense of touch, finger dexterity, ability to grip with hands and fingers, ability to hear voice conversations, to see and to speak, and occasionally, climbing and lifting up to 25 pounds. Substantial telephone and in-person contact with the public, special interest groups, County officials, government agencies and County department requires that the incumbent have the ability to communicate effectively. Must be able to collect, assimilate and analyze data and information and operate a personal computer.

### **Acknowledgements**

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Supervisor signature/date

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Employee signature/date