

**CITY OF WHITE BEAR LAKE
JOB DESCRIPTION**

Position Title: License Bureau Specialist
Department: Finance
Accountable To: License Bureau Supervisor
Status: Part-Time, Non-exempt

POSITION OVERVIEW

To provide professional customer service through a variety of clerical duties including, but not limited to, the processing of driver’s licenses, vehicle registration, tabs, and applications, the collection of payments and performance of related duties on behalf of city, state and federal agencies.

ESSENTIAL JOB FUNCTIONS

1. Perform a variety of functions related to the processing of driver’s licenses, vehicle registration, tabs, and applications which require significant attention to detail that frequently must be completed within established deadlines.
2. Evaluate, prepare and process precise transactions which involve the calculation and collection of taxes and fees; reconcile reports to verify completeness and accuracy.
3. Provide excellent customer service and maintain positive, cooperative and effective written and oral communications with general public, coworkers and supervisor. Assist the general public, coworkers, and local and regional agencies by responding to questions in a patient, friendly, and respectful manner.
4. Account for all license plate and tab inventories supplied by the State as mandated by law. Maintain necessary files and records for the reconciliation and maintenance of inventories.
5. Stay current and comply with state and federal rules, regulations and procedures, as well as City policies and procedures.
6. Perform other duties as apparent or assigned.

EXAMPLES OF PERFORMANCE CRITERIA:

1. Consistently displays good work habits and willingness to cooperate with general public, car dealers, federal, state, county agencies, co-workers, and other business partners in person, through email or written correspondence and on the telephone.
2. Ability to project a professional image through knowledge of job, positive attitude, courtesy and attendance.
3. Successfully manages difficult or emotional customer situations in a fast-paced public work environment.

4. Handles sensitive and confidential information professionally.
5. Maintains effective work relationships with general public, supervisors and coworkers.
6. Handles requests for service properly, quickly and with the high level of professionalism.
7. Is consistent in dealing with people and strives to promote a cooperative atmosphere.

ESSENTIAL FUNCTIONS, KNOWLEDGE AND RESPONSIBILITIES

1. Ability to operate standard office equipment, including but not limited to computer, copy machine, telephone, calculator, and cash register.
2. Work using a high degree of concentration and judgement interpreting detailed practices and procedures with the possibility of interruptions in the work process.
3. Ability to follow oral and written instructions.
4. Ability to clearly communicate in English with the general public both in person, over the phone, and through written correspondence.
5. Ability to work with large numbers of people in close proximity in a fast-paced busy environment.
6. Effectively represents the organization and the community.

SCHEDULES AND OTHER CONDITIONS

Subject to a 20–30-hour work week.

MINIMUM QUALIFICATIONS

1. Must have high school diploma or equivalent.
2. Must have a valid Minnesota Class D Driver license and a good driving record.
3. Proficiency working with personal computers in an office setting and working knowledge of Microsoft Office products.

DESIRED QUALIFICATIONS

1. Advanced degree or coursework in accounting, communications or related field.
2. Two (2) years direct customer service experience.
3. Multilingual

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, balance, stoop, kneel, crouch, talk or hear; and smell.

