

To: HONORABLE MAYOR AND CITY COUNCIL.

FROM: Dave Maroney, City Administrator.

SUBJECT: *Motor Vehicle Clerk, Receptionist, Office Assistant and Lois Berg.*

DATE: March 13, 2019.

BACKGROUND.

On March 5, 2019 the Personnel Committee reviewed and discussed a proposal to create a new position merging the work tasks and functions performed by the Motor Vehicle Clerk with receptionist and general office duties. Currently, Lois Berg serves as a part-time Motor Vehicle Clerk and has expressed a strong interest in working full-time. Among other responsibilities, Dianne Howard provides receptionist services for City Hall and for the past several years has assisted the Economic Development Director with numerous projects as time allows. Since being appointed City Administrator it has become abundantly clear to me that retaining Lois and finding time for Dianne to further assist our economic development initiatives would be most helpful!

The proposal presented to the Committee allows Lois Berg to work full-time splitting her duties between Motor Vehicle and Receptionist tasks allowing Dianne Howard additional time for economic development work. For the current year, the additional cost incurred to reclassify Lois Berg from from part-time to full-time employment will be paid largely from funds already budgeted and not yet allocated from the Economic Development Department fund. The Personnel Committee recommends approval of the job description and compensation for 2019 at Pay Grade 4, Step 3.

REQUESTED COUNCIL ACTION.

The City Council is asked to approve the job description for the *Motor Vehicle Clerk, Receptionist, Office Assistant* position and appoint Lois Berg to the newly created position effective March 25, 2019.

Motor Vehicle Clerk, Receptionist, Office Assistant

Dept/Div: *Administration*

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate administrative support work processing motor vehicle transactions, assisting customers with questions, and related work as apparent or assigned. Provide receptionist duties to City Hall including answering and directing telephone calls. Greet and direct customers and respond accurately and timely to their questions, referring them to the appropriate department when necessary. Provide customers with City forms, information, brochures and other printed material as needed. Hours may vary daily with time spent working in motor vehicle and administration departments. Work is performed under the limited supervision of the Finance Director/Assistant City Administrator, with guidance from Administrative Assistant License and Permit Technician and License Center Manager Agent.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

Process license tab renewals and registrations for motor vehicles, DNR and farm equipment/vehicles.

Renew driver's licenses, ID Cards and Instruction Permits; process CDL licenses and self-certifications along with appropriate State required forms for CDL holders, process Real ID and Enhanced Real ID driver's licenses.

Prepare transfers of motor vehicles, trailers, boats, snowmobiles, motorcycles and ATV's; calculate transaction fees.

Enter data online and offline.

Assist in closing reports; maintains inventory of weight stickers.

Prepare NSF letters and related correspondence as required; monitor and follow-up NSF letters as necessary.

Answer and transfer telephone calls.

Handle questions from the public over the telephone and in person, providing accurate and timely information.

Notify proper personnel when visitors arrive at the front counter.

Receive deliveries and notify recipients.

Sort incoming and outgoing mail.

Process/deliver end of the day mail for City Hall.

Provide general support work for office activities as needed.

Handle copying, filing, sorting, compiling data, word processing, etc., as needed.

Assist in election activities and organize election materials. Assist with public voter registration and absentee ballots.

Assist with City Hall room reservations.
Collect, total, and record bus collections. Sell bus tokens to public.
Collect water/sewer utility payments.
Cooperate in support functions with all City departments.
Assist with building permits as needed.
Assist with Accounts Payable.
Assist Human Resources with setting up interviews and correspondence with candidates.
Scan documents and maintain information for Laserfiche.
Performs other duties as apparent or assigned.

Knowledge, Skills and Abilities

Thorough knowledge of the City's policies and procedures.
Comprehensive knowledge of departmental legal guidelines, regulations, best practice, local ordinances, and state and federal laws.
Thorough knowledge of E Support laws, DNR manual rules and laws.
Comprehensive knowledge of motor vehicle reports, driver's license, ID cards, CDL's.
Comprehensive knowledge of MV ledger.
Thorough knowledge of standard office equipment.
Ability to make arithmetic computations and calculate rates, ratios and percentages.
Knowledge of standard and specialized software applications.
Ability to establish and maintain effective working relationships with co-workers, supervisors and members of the public.
Thorough knowledge of Excel and MS Word software.
Ability to communicate tactfully and courteously with others, both in person and over the phone.
Ability to communicate clearly and concisely, both orally and in writing.
Ability to work independently and prioritize work to meet critical recurring and non-recurring deadlines.
Ability to handle multiple tasks with minimal error.

Education and Experience

High school diploma or GED and moderate experience in an office or customer service setting, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force.
Work regularly requires standing, speaking or hearing and using hands to finger, handle or feel and occasionally requires walking and sitting.
Work has standard vision requirements.
Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
Hearing is required to perceive information at normal spoken word levels.
Work requires preparing and analyzing written or computer data and observing general

surroundings and activities.

Work has no exposure to environmental conditions.

Work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Pass Federal Background Check

Last Revised: