



JACKSON COUNTY Job Description

License Plate Agency Technician

Department	Tax Administration
Reports to	Motor Vehicle Manager
FLSA Status	Non-Exempt
Pay Grade	17
Revision Date(s)	11/2023

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described. Every duty associated with this position may not be described herein. Employees may be required to perform duties not specifically spelled out in this job description and such duties may reasonably be considered incidental to the performance of the job just as though the duties were actually written as part of this job description. Jackson County reserves the right to revise this job description at any time. This description does not represent in any way a contract of employment.

JOB SUMMARY

Performs intermediate administrative support work in processing of motor vehicle registrations, titles, and related documents for the county operated License Plate Agency.

ESSENTIAL JOB FUNCTIONS

- Processes vehicle registration renewals, issues renewal stickers, collects and receipts renewal fees.
- Processes vehicle title work due to ownership changes and other reasons, determines amount due, collects and receipts fees.
- Completes and notarizes documents as required by NC DMV, determines, collects and receipts notary fees.
- Produces required reports, balances cash drawer, and prepares bank deposit daily with respect to NC DMV fees and notary fees.
- Distributes license plates and handicap placards.
- Collects registered motor vehicle property taxes.
- Collects highway use tax.
- Assists the public with respect to NC DMV rules and regulations.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent. Experience in collection, accounting, finance, business, data entry, or customer service is preferred, but not required.

Licenses or Certifications:

Possession of a valid State of North Carolina driver license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment. Must be commissioned as a Notary Public in the State of North Carolina or will be required to obtain the commission within a within a reasonable amount of time. Applicant may be required to complete three weeks of intensive training through the NC DMV prior to beginning work.

Knowledge, Skills and Abilities:

- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of the North Carolina Machinery Act as applicable to the registration and licensing of motor vehicles.
- Knowledge of modern office practices and procedures, including proficiency in computer technology and related software applications.
- Skill in collecting and recording data and maintaining accurate records.
- Skill in performing mathematical calculations.
- Skill in prioritizing and organizing work.
- Skill in oral and written communication.
- Ability to handle sensitive and controversial situations.
- Ability to use posting, calculating, or adding machine in recording financial data or making computations.
- Ability to effectively communicate and interact with management, employees, members of the general public, and other groups involved in the activities of the county as they relate to the department.
- Ability to deal tactfully and courteously with the public.
- Ability to write clear and concise reports.
- Ability to initiate both oral and written communications effectively.
- Ability to establish and maintain effective relationships with the general public, county officials, and other employees.

PHYSICAL DEMANDS

The work is light work, which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Tasks may involve extended periods of time at a computer or workstation and/or walking short to medium distances that may or may not involve moderate to steep inclines due to topography of county. Additionally, the following physical abilities are required:

- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Manual Dexterity:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Hearing 2:** Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Pulling:** Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- **Pushing:** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Reaching:** Extending hand(s) and arm(s) in any direction.

- **Stooping:** Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- **Standing:** Particularly for sustained periods of time.
- **Talking 1:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Visual Acuity 1:** Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- **Visual Acuity 3:** Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORK ENVIRONMENT

Work is performed primarily indoors in a relatively safe and secure environment. The work environment involves everyday risks or discomforts which require normal safety precautions. Use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations are minimally required.