

**LANCASTER COUNTY  
DRIVER'S LICENSE CLERK**

**NATURE OF WORK**

This is entry level clerical work assisting the public in processing driver's license applications.

Employees in this class are responsible for working directly with the public in explaining and assisting in the process of obtaining a Nebraska driver's license. Work involves operating a computer keyboard for direct data entry of driver's license information, using camera equipment to take driver's license photographs, answering telephone calls, filing/maintaining records and balancing a cash drawer. Once trained, employees are expected to work independently within prescribed procedures and legal requirements. Supervision is received from a technical or administrative superior with work being reviewed in the form of accuracy, procedural compliance and customer interaction.

**EXAMPLES OF WORK PERFORMED**

Operate a computer keyboard for direct data entry of driver's license information including processing new and renewal licenses, commercial driver's licenses, photograph identifications, duplicate licenses, learner's permits and school permits; operate specialized photographic equipment to obtain driver's license and identification photographs; assemble photographs with printed license information; file expired and invalid driver's licenses.

Instruct customers and verify accurate completion of various driver's license, voter registration and organ donor cards and forms; answer incoming telephone calls providing general and specific driver's license information; process mail including sending driver's license forms to out-of-county or out-of-state applicants and notifying customers of additional action needed to obtain licensure.

Accurately maintain assigned cash drawer, printing cash drawer report and completing daily balance sheet; inventory form and film supplies and stock counter/photograph area.

**DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS**

Some knowledge of the methods of handling, receipting and maintaining records of money received.

Some knowledge of office practices, procedures and equipment.

Some knowledge of governmental statutes and legal documents related to procuring a driver's license.

Ability to deal in a tactful and courteous manner with the general public.

Ability to establish and maintain effective working relationships with coworkers and the general public.

Ability to communicate effectively both orally and in writing.

Ability to maintain accurate filing systems.

Skill in the operation of a computer keyboard and photographic processing equipment.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with experience in performing general clerical work involving considerable public contact.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with some experience in performing general clerical work involving considerable public contact or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Department Head

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Personnel Director

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