

## LANCASTER COUNTY MOTOR VEHICLE MANAGER

### NATURE OF WORK

This is responsible managerial work coordinating, directing and supervising the activities of the Motor Vehicle division including registration, titling, assessment and driver's licensing.

Work involves planning, organizing and evaluating the work performed by subordinate personnel, coordinating work flow and reporting structures, and developing and administering the operating policies and procedures for the motor vehicle division. Work also involves responsibility for ensuring the operational status of the computer network, facilitating building security and authorizing building maintenance. An employee within this classification is responsible for ordering and maintaining the division's supply inventory, preparing budget reports and monitoring budget compliance, and providing technical guidance in resolving complex or irregular customer problems or demands.

The individual is expected to demonstrate independent judgment and autonomy in managing day-to-day work operations. Supervision is exercised over the Motor Vehicle Coordinators, Motor Vehicle Clerks, maintenance and other volunteer or designate staff assigned to the division. General supervision is received from the Treasurer and Chief Deputy County Treasurer.

### EXAMPLES OF WORK PERFORMED

Coordinate the service provision and work flow activities encompassing Motor Vehicle registration, titling, assessment and driver's licensing; plan, organize and evaluate the work performed by subordinate personnel; interview, hire and assign work to subordinate staff; assist in the interpretation of Federal, State and local laws and regulations and ensure personnel compliance through communicated operational policies and procedures.

Ensure ongoing operational status of division's computer network; guarantee building security including opening and closing the primary motor vehicle facility, ensuring safe access into the building and authorizing necessary building maintenance and repairs; order and sustain necessary motor vehicle supplies and inventory; facilitate and maintain vendor agreements.

Prepare budget reports and monitor budget compliance; facilitate and confirm daily receipt balances; reconcile time sheets and leave requests and complete biweekly payroll report; participate in special projects as assigned.

Provide technical guidance in resolving complex or irregular customer problems or demands; act as liaison with other County Departments concerning motor vehicle activities and programs; address and enhance customer service; improve or modify the facilities to support efficient customer service; provide motor vehicle personnel support as needed.

Compose correspondence based on knowledge of office practices, policies and departmental procedure to resolve problems, address customer concerns or questions.

Provide training to enhance employee knowledge and performance; plan, organize and evaluate the work performed by subordinate personnel; provide in-service, cross training and operation updates.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of office practices, procedures and equipment.

Thorough knowledge of motor vehicle laws, regulations and requirements.

Considerable knowledge of vehicle types, models and assessment methodologies.

Knowledge of computer hardware and operating systems.

Knowledge of accounting principles and methods.

Ability to plan, organize, supervise and evaluate the work of subordinate staff.

Ability to make operational and management decisions in response to various work situations and in emergencies.

Ability to establish and maintain effective working relationships with coworkers, government officials, vendors and the general public.

Ability to communicate effectively both orally and in writing.

Ability to read and interpret federal, state and local statutes and standards pertaining to motor vehicle purchase, use, sale and collateral.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree from an accredited college or university in business administration, public administration, accounting, or related field with thorough experience in managing a clerical environment involving considerable public contact including considerable supervisory experience.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in business administration, public administration, accounting, or related field with considerable experience in managing a clerical work environment involving considerable public contact including supervisory experience or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.