Town of Siler City
Vacancy Announcement

LICENSE PLATE AGENCY SUPERVISOR

General Statement of Duties
Performs difficult administrative work coordinating and directing the operation of the License Plate Agency for the Town including the supervision of LPA staff.

Distinguishing Features of the Class
An employee in this class is responsible for the activities which involve coordinating and directing the License Plate Agency for the Town; receiving and processing motor vehicle registrations, titles, license plate renewals, fees, and payments; preparing and maintaining records and files, preparing reports, entering data, coordinating with field services functions, and assisting the public. Responsibilities also include supervising and training full-time and part-time Customer Service Representatives in the LPA. Work involves heavy public contact functions and coordination with the State Department of Motor Vehicles. Considerable tact and courtesy are required in these public contact functions. Work is performed under the general direction of the Finance Director, and is evaluated through observation, conferences, review of records and reports, the quality and effectiveness of work completed, ongoing and timely feedback, and scheduled performance evaluations.

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, skills and/or abilities required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Duties and Tasks
- Answers questions in person and via the phone; receives and responds to customer inquiries or complaints.
- Processes motor vehicle registrations; verifies information including address, current tax status, liens, waivers, etc.
- Receives and processes property taxes on vehicles.
- Issues titles, license plates, and license plate renewals.
- Prepares motor vehicle report for State; runs other reports as appropriate.
- Packages and sends reports, titles, renewals, and other transactions for mailing.
- Enters a variety of financial information into computer system.
- Balances cash drawers daily; prepares deposit; verifies for accuracy; delivers deposit to the bank; picks up deposit slips each morning from the bank; certify bank deposits with the State Treasurer’s Office daily.
- Trains new employees as needed.
- Orders supplies and maintains inventory; receives and verifies supplies received from the State; enters inventory into computer.
- Monitors emails throughout the day.
- Sorts and processes daily mail.
- Performs other duties as assigned.

Knowledges, Skills and Abilities
- Thorough knowledge of NC statutes governing the administration of motor vehicle and drivers licensing.
- Thorough knowledge of, and proper use of, correct grammar, vocabulary, and spelling.
- Ability to communicate effectively orally (in person and by telephone) and in writing.
- Thorough knowledge of Town departments, their functions, and operations.
- Thorough knowledge of automated office systems including word processing, database management, spreadsheet design and usage, email, and other related resources.
• Thorough knowledge in the use of standard office equipment and associated software.
• Thorough knowledge in preparing a variety of forms, reports, applications, and other forms of correspondence.
• Skill in customer service problem-solving and conflict resolution.
• Ability to plan and organize administrative support activities and tasks.
• Ability to handle multiple priorities utilizing sound judgement based on knowledge of departmental issues and needs.
• Ability to gather and give process and procedure information and instructions on departmental programs based on inquiries.
• Ability to make arithmetic computations.
• Ability to gather and compile materials from a variety of sources, including the Internet as a research tool.
• Ability to type and enter data accurately.
• Ability to effectively supervise division staff.
• Ability to establish and maintain effective working relationships with the general public, supervisor, coworkers, and Town officials.

Physical Requirements
• Must be able to physically perform the basic life operational functions of standing, climbing, balancing, stooping, kneeling, crouching, reaching, walking, pushing, pulling, lifting, feeling, fingering, grasping, repetitive motions, talking, and hearing.
• Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
• Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and detailed or loud talking to convey detailed or important information spoken instructions to others accurately.
• Hearing is required to recognize information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound.
• Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

Required Education and Experience Qualifications
• High School diploma or equivalent and extensive experience working in a motor vehicle department, or an equivalent combination of education and experience.
• Valid North Carolina driver’s license.
• Moderate computer skills including MS Word, Excel, and Outlook.
• Possession of Notary Public upon hire.
• Completion of designated NC DOT certifications upon hire.

Preferred Education and Experience Qualifications
• Bilingual in both written and spoken English and Spanish.

FLSA Status – Exempt

Disclaimer
This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town of Siler City reserves the right to assign or otherwise modify the duties assigned to this classification.

Annual Hiring Salary: $38,876

To Apply
The posting is open until filled. A completed Town of Siler City application, resume, and cover are required. Documents may be mailed or delivered to City Hall, 311 N Second Avenue, PO
Pre-employment drug testing and background checks are required upon job offer. EOE.

The Town of Siler City is an Equal Opportunity Employer. The Town of Siler City’s applicants are considered for employment without regard to race, color, religion, sex, national origin, age, marital or veteran status, disability, or other legally protected status. The Town invites the submission of proposals from minority and women-owned firms and certified Section 3 business concerns if the contract is over $100,000 for non-construction contracts.

The Town of Siler City will make appropriate arrangements to ensure that disabled persons are provided other accommodations, such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of materials for the blind, or assuring a barrier-free location for the proceedings.

This information is available in Spanish or any other language upon request. Please contact Nancy Hannah at 919-726-8625, 311 North Second Avenue, Siler City, North Carolina 27344, or nhannah@silercity.org for accommodations for this request.

Esta información está disponible en español o en cualquier otro idioma bajo petición. Por favor, póngase en contacto con Nancy Hannah al nhannah@silercity.org o 919-726-8625 o en 311 North Second Avenue, Siler City, North Carolina 27344 de alojamiento para esta solicitud.