

Buena Vista County Job Description

Position Title: Driver's License Issuance Clerk
Status: Full-time / Hourly

Department: Treasurer Office
Reports To: County Treasurer

Primary Purpose of Position

The primary purpose of this position is to provide kind, courteous and respectful customer service while issuing drivers licenses and non-drivers identification cards in the Driver's License office. This position's work schedule is 40 hours per week, Monday thru Friday, 8:00 am to 4:30 pm

Essential Duties and Responsibilities

The following duties are normal for this position. These job duties are not to be construed as exclusive or a specific list, and other duties may be required and assigned by the County Treasurer:

- Contribute to the safety of the public by ensuring each driver is capable of safely operating the vehicle for which they are licensed.
- Wait on customers with a widely varied customer population to provide understanding of agency actions, providing quality professional service.
- Must be able to hear well enough to fairly administer test indoors with varying types of noises and distractions.
- Be visually able to read documents, manuals, and computer screens.
- Learn new procedures and laws when passed.
- Develop a basic knowledge of DL issuance and driver's code.
- Become familiar with a variety of versions of the thirteen primary acceptable proofs of identity documents to determine authenticity.
- Iowa's record check has 67 possible sanctions that may be on record. Personnel must determine eligibility from these record systems as well as a multitude of questions which may relate to insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices, sanctions in other states and physical/mental ability.
- Administer all knowledge tests by reviewing records and completion of PDPS, NDR, SPEXS and CDLIS checks. The test may be administered in written or oral format. There are 10 different knowledge tests in 21 different languages.
- Screen vision and apply proper standards and restrictions and determine if a vision report or medical report is necessary.
- Review the application with the customer before obtaining signature.
- Review driver's license record and completion of NDR, CDLIS, PDPS and SPEXS checks.
- Determine if a driving examination is required and help schedule drive test.
- Balance work daily.
- Adhering to the Privacy Act, and the confidentiality of all DOT and County Rules

- Other duties assigned by Treasurer or Deputy.
- Monitor DOT/DL emails, DOT regulation changes or updates, and discuss with DL Deputy.
- Issue handicap placards per order of physician.
- Operate digital camera, scanner, computer, copier, fax, etc.
- Attend occasional meetings, conferences, or training, and overnight travel may be required.
- Required to be fingerprinted and pass a background check.
- Work in fast-paced environment that may include confrontational situations with patience and professionalism.
- Requires the ability to speak clearly and concisely, explain controlling procedures and requirements; maintain poise, voice control, and confidence in stressful situations.

Compliance

Compliance with the employee handbook, county policies, department work rules, and supervisor or elected official directives.

Applicant will adhere strictly to the Privacy Act, and the confidentiality of all Department of Transportation’s driving records.

Buena Vista County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I hereby acknowledge and attest that I have read and understand the Job Description outlined above and the required job functions. I further acknowledge and understand that this document is merely an outline of the job functions and that other job duties may be required in this position.

Employee’s Signature

County Treasurer Signature

Date

Date