

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

DEPUTY CLERK II

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform a variety of professional clerical work functions in a fast-paced office working with the public. Requires the ability to effectively communicate with customers. The duties include registering and/or titling motor vehicles, boats, trailers, calculating fees, collecting fees, and providing general support for the County Clerk's Office. Duties and responsibilities include performing friendly and knowledgeable customer service functions; processing documentation pertaining to motor vehicle title applications; issuing license plates and renewal decals; calculating taxes, collecting taxes; receiving and processing payments; preparing routine correspondence and forms; providing information and assistance; answering telephone and relaying messages; filing documents and maintaining records. Additional responsibilities include the ability to exercise good judgement, ability to continue learning new skills, demonstrate qualities interpret, explain rules, and explain regulations set forth by the state and county. Reports to the County Clerk or his/her designee.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs customer service functions in person or via telephone

Provides information and assistance to the general public, dealers, attorneys, law enforcement personnel, loan institutions, or other individuals

Answers questions regarding motor vehicle/registration, lienholder information, license plates, tag renewals, emissions, and other issues

Reviews titles, bill of sales forms, rebuilder forms, and related documentation for completeness

Issues license plates, renewal decals, and wheel tax stickers; issues boat registrations

Processes title documents for forwarding to state as appropriate

Collect fees.

Calculates sales taxes, tag cost, or other fees

Operates a computer to review/modify database information; performs data entry functions by keying data into computer system

Uses knowledge of software programs to operate a computer in an effective and efficient manner

Receives monies in payment of taxes, licenses, fees, etc.

Records transactions

Issues receipts

Balances payments and receipts

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Clerk is responsible for balancing drawer daily

Issues handicap placards and plates
Performs research functions as needed

Sorts/prepares paperwork to be transported to the State of Tennessee Dept. of Safety

Clerk is responsible for his/her own inventory assigned to his/her station

Must keep accurate account of inventory including a daily log listing the beginning and ending of license plates, decals, wheel tax stickers, and any additional inventory they sold that day

Clerk is responsible for keeping a beginning daily balance for which they open their register

Clerk is also responsible for keeping and making correct change

Performs necessary calculations

Reviews, analyzes, sorts and determines what necessary documents are required bases on the type of business the customer wishes to conduct

Maintain a positive and courteous disposition while performing his/her job and must also take telephone calls from the public

Must be able to deal with the stress of continuous customers and long lines

Prepares and/or generates letters, forms, renewals, title applications, registrations, temporary tags, and other documents

Must review and see that applicant has proper and valid identification for processing certain transactions

Receives various documentation

Reviews, processes, responds, maintains, and/or takes other action as appropriate

Communicates with supervisors, officials, state agencies, or others as appropriate concerning problems, rejections, legal clarification, or other issues

Answers the telephone

Provides information

Takes and relays messages and/or directs calls to appropriate personnel

Returns calls as necessary

Responds to routine requests for information from officials, employees, and members of staff, the public or other individuals

Attends meetings as directed

Aids and/or provides backup coverage to other positions as needed

Maintains a comprehensive, current knowledge and awareness of applicable laws and regulations

Reads professional literature

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Maintains knowledge of information and documentation needed for issuance of over 160 different classes of license plates and maintains appropriate list for certain classification of license plates

Prepares office issues titles, inserts titles in envelopes and runs them through the postage machine for mailing

Prepares license plates and renewal decal sets for issuance

Completes work at assigned work station as determined by supervisor

Must work hours as scheduled

ADDITIONAL FUNCTIONS

Translates for the motor vehicle and county clerk's office

Performs other related duties as required

MINIMUM QUALIFICATIONS

High school diploma or GED. Must possess a good working knowledge of modern office procedures, departmental procedures, methods as required in the performance of duties, a good working knowledge of applicable laws, guidelines, principles, and procedures pertaining to motor vehicle titles and registrations. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships. Must possess a comprehensive knowledge of the terminology used within the department and be able to determine, decipher, organize, prepare and maintain an assortment of legal documents and information in an effective manner associated with the preparation of applicant's transaction.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Must be able to communicate effectively with supervisors, and other staff members.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions. Requires the knowledge and ability to operate various machinery including a cash register, computer, printer, typewriter, calculator, copy machine, facsimile machine, telephone, etc.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs. Requires the mathematical ability to handle required calculations.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Requires the ability to plan, organize, and prioritize daily assignments and work activities and to utilize and understand computer applications and techniques as necessary in the completion of daily assignments. Requires the knowledge of software programs relevant to position.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria. Requires the ability to comprehend and apply regulations and procedures of the department and be capable of working under a minimum degree of stress related to duties that require constant attention to detail and tight deadlines.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1.5 **Maximum Continuous Time:** 15 minutes

2. SITTING

Estimated Total Hours: 6.5 **Maximum Continuous Time:** 45 minutes

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X	X			
11-25 lbs			X	X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Frequency: on occasion

Objects: Doors, file drawers, drive through drawer, carts

5. CLIMBING

Tasks: retrieving items from top shelf in storage room

Device: Ladder

Height: 9 feet from ground

Frequency: Occasionally

6. BENDING/SQUATTING/KNEELING

Tasks: getting files

Frequency: daily

7. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Down	Daily		<5lbs
21-36"	Down	Daily		<5lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	95 % of time
Outside	5 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT, AND MATERIALS USED

Computer, copier, fax, telephone, keyboard, tablet, printer, kiosk, general office supplies such as stapler, pen, staple remover, and other related items

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		



Rutherford County, Tennessee, 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. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee Full Legal Name (printed)

Employee Signature

Date