

**DISCLAIMER:** This document is an actual job description used in a county in Tennessee. It has not been reviewed by CTAS for accuracy or compliance with law. Users are urged to consult with their county attorney for legal advice and guidance in developing specific job descriptions for their particular county office.

**\_\_\_\_\_ COUNTY, TENNESSEE**  
**CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:**

**TITLE AND RENEWAL CLERK**

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**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform clerical work functions associated with registering/titling motor vehicles, boats, trailers, collecting fees, and providing general support with the County Clerk's Office. Duties and responsibilities include performing customer service functions; processing documentation pertaining to motor vehicle title applications; issuing license plates and renewal decals; collecting taxes and fees; receiving and processing payments; preparing routine correspondence, and forms; providing information and assistance; answering the telephone and relaying messages; filing documents and maintaining records; and performing other duties as assigned.

**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, lien holder information, license plates, tag renewals, emissions, and other issues.

Reviews titles, bill of sales forms, rebuild 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; collects 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; balancing drawer on a daily basis.

Issues handicap placards and plates.

Performs research functions as needed.

Sorts/prepares paperwork to be transported to the State of Tennessee Department 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 when they open his/her register. Clerk is also responsible for keeping and making correct change.

Performs necessary calculations; reviews, analyzes, sorts and determines what necessary documents are required based on the type of business the customer wishes to conduct. Clerk has to maintain a positive and courteous disposition while performing his/her job and must also take telephone calls from the public. Clerk 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. Clerk 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.

Provides assistance and/or backup coverage to other positions as needed.

Maintains a comprehensive, current knowledge and awareness of applicable laws and regulations; reads professional literature.

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 applies postage for mailing.

Prepares license plates and renewal decal sets for issuance.

### **ADDITIONAL FUNCTIONS**

Clerk is bilingual, and translates for the motor vehicle and county clerk's office.

Performs marriage ceremonies as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Must possess a good working knowledge of modern office procedures and departmental procedures and methods as required in the performance of duties. Must also possess 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: 30-45 minutes

**3. LIFTING/CARRYING**

Objects: More frequent in the first quarter of the year

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

**4. PUSHING/PULLING**

Objects: on occasion

**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. HAND USE**

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

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\_\_\_\_\_ 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's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date