

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
DRIVERS LICENSE CLERK

DEFINITION

Performs a variety of entry level clerical tasks in a Department of Transportation Drivers License Office; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Reviews applicants' eligibility and qualifications in order to assure that drivers licenses and identification cards are issued in compliance with Iowa laws, departmental rules and established policies and procedures.

Administers vision screening using the appropriate equipment to determine whether the applicant requires visual corrective devices by comparing test results with departmental requirements.

Enters applicant information into the proper form so that the appropriate drivers license or identification card can be issued.

Operates photo equipment by assuring that the focus is correct and the applicant is centered in the viewing lens in order to issue a clear and legible operators license or identification card.

Provides information in response to telephone inquiries regarding drivers license issuance, drinking driving school, insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices and a wide variety of other categories.

Performs incidental typing or keyboarding where accuracy rather than speed is essential.

COMPETENCIES REQUIRED

Knowledge of the Federal Privacy Act.

Knowledge of the appropriate Iowa Codes of Motor Vehicles and Laws of the Road.

Knowledge of complex document imaging and workflow routing software/hardware.

Knowledge of Iowa Transportation Departmental rules, including but not limited to Chapters 600 through 641.

Knowledge of English grammar, spelling and punctuation.

Knowledge of the reinstatement requirements for all suspensions, revocations and denial sanctions, including appropriate sections of the Code of Iowa and departmental rules as well as requirements for all suspensions, revocations and denial sanctions.

Knowledge of business arithmetic: addition, subtraction, multiplication and division.

Knowledge of the requirements for civil penalty fees, ignition interlock devices, substance abuse treatment programs, drinking driver school programs and substandard risk insurance.

Knowledge of general office procedures and equipment.

Ability to maintain complex clerical records and prepare reports.

Ability to lift items weighing up to sixty pounds.

Ability to determine applicants need for a medical report based on Code of Iowa, departmental rules and office procedure.

Skill in the operation and minor adjustment and maintenance of office machines, as job assignments require (i.e., personal computer, calculator, or other office equipment).

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality customer service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or the G.E.D. equivalent;

OR

Experience equal to two years of full-time work in a position that required direct customer service.

Effective date: 5/04 BK