

SNOHOMISH COUNTY JOB DESCRIPTION

LICENSING EXAMINER I

Spec No. 6128

BASIC FUNCTION

To receive, verify and process vehicle/vessel licenses, title transactions, and various business licenses; issue and reconcile accountable vehicle and business license inventory and collect appropriate fees; serve as customer service representative through front counter, mail and phone assistance for licensing transactions.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Reviews and processes complex license transactions; determines appropriate procedures to follow, reviews documents for accuracy and compliance with state and county licensing laws and procedures.
2. Processes cash, check and credit card transactions; prepares and reconciles daily operator and workstation financial receipts and reports.
3. Reads and reviews documents pertaining to vehicle/vessel ownership including court orders, real estate deeds, releases of interest and certificates of ownership for required legal elements; and issues new certificates of ownership.
4. Provides information and assistance and accurately responds to a variety of licensing questions from the public in person, by telephone and in writing; directs public to other departments and agencies for license endorsements and approvals as necessary.
5. Accepts, verifies and maintains inventory at workstation and conducts daily reconciliation of accountable inventory items; researches and corrects discrepancies.
6. Utilizes the Department of Licensing's statewide computer system extensively as well as other applications to provide customer service, cashiering, and to conduct day to day licensing business.
7. Performs related duties as required.

MINIMUM QUALIFICATIONS

One (1) year experience in customer service; OR one (1) year experience in cash handling and cash drawer reconciliation; OR, any equivalent combination of training and/or experience which provides the required knowledge, skills and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

Within one year of hire date, employee must become a qualified operator on the Department of Licensing's statewide computer system. After qualification, the employee will become a certified operator on the Department of Licensing's statewide computer system after completing 1800 hours of state licensing work.

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PREFERRED QUALIFICATIONS

Prior vehicle licensing experience. Coursework or further education in business, public administration or any related field preferred.

KNOWLEDGE AND ABILITIES

Knowledge of:

- customer service practices and methods
- cashiering methods and balancing techniques
- office practices and procedures
- basic accounting practices
- Microsoft Office applications
- basic computer and database skills

Ability to:

- learn and perform complex vehicle/vessel transactions
- retain current and learn new licensing procedures
- read and comprehend legal documents such as court orders, warranty deeds, guardianship, powers of attorney and ownership documents
- read, comprehend and implement state and county licensing laws and procedures;
- establish and maintain effective working relationships with supervisors, peers and the general public
- present a professional attitude and appearance
- follow oral and written instructions
- communicate effectively orally and in writing
- take initiative and exercise good judgment
- work well under pressure
- assist the public in a tactful and courteous manner
- function effectively in a team-oriented environment
- perform data verification and make corrections when necessary
- operate with a high degree of accuracy
- participate in continuous improvement activities within the division/office
- provide exemplary customer service
- calculate and tender fees, make change and balance funds with daily reports

PHYSICAL REQUIREMENT

Lifting boxes weighing up to fifty-five (55) pounds is required. The ability to stand and/or sit for four (4) hours or more at a time is required. The ability to keyboard for four (4) hours or more at one time is required.

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SUPERVISION

Employees are self-directed in carrying out daily transactions and recurring assignments. Receives general supervision from the Licensing Lead and/or Licensing Supervisor. Work is periodically reviewed to ensure conformance with policies, procedures, laws and required level of accuracy.

WORKING CONDITIONS

The work is performed in an office environment with customer service counters.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: July 1987 as License Assistant II Previous Spec No. 711733
Revised: December 1990, May 1994, February 2013, March 2018
Revised and Retitled: May 1993 as License Assistant
Revised and Retitled: March 2000
Revised and Retitled: September 2007 as Licensing Examiner I
EEO Category: 6 – Administrative Support
Pay Grade: 233 - Classified Pay Plan
Worker's Comp: 5306 Non-Hazardous