

DESCRIPTION: Under general supervision, delivers services to the commercial motor carrier industry and individual operators to help obtain various transportation related authorizations related to operating registrations, licenses, and permits; and provides guidance to customers on the feasibility of their specific requests. Provides information and guidance to other agency employees about procedures and regulations for handling requests and processing transactions and fees; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second full performance classification level of the Motor Carrier Clerk class series. Positions provide motor carriers services for one or more programs administered by the employing agency such as International Registration Plan (IRP), International Fuel Tax Agreement (IFTA), Unified Carrier Registration (UCR), and/or over-dimensional reviews. Positions at this level are distinguished from the first level by additional more demanding problem solving and decision-making and greater knowledge of program service regulations and requirements in order to handle customer requests, which requires research, analysis, and judgment.

Work contacts typically involve customers with varying needs including commercial trucking firms and motor carrier vehicle operators, and members of the public, who may be displeased, frustrated, or confused. Work is reviewed as needed by the supervisor. Judgment is needed to select, interpret, and apply the appropriate alternative from existing work procedures and directives. Unusual or complex situations are referred to the immediate supervisor or other senior employees. Positions may perform support work expected of the first level of this series, but the paramount and preponderant work performed is the service work of this level.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Reviews registration, tax, or permit application requests, and associated forms and documents, from customers to ensure accuracy and completeness and conformance to program requirements; evaluates the customers' needs and determines feasibility of their requests and what restrictions exist; issues the proper registrations, permits, licenses, or other operating authorizations.

Contacts commercial carrier firms and individual operators, and other transportation agencies, by telephone, email, correspondence, or fax, to confirm and collect information and to respond to requests for information; explains what additional information is needed or what other options exist.

Edits and receipts sales tax to ensure accuracy and compliance with the law; calculates fees due on original and supplemental registrations to ensure proper billing; examines billings generated by the computer to verify their accuracy and the quality of data entry; examines data entered to ensure proper tax calculations; specifies permit restrictions and conditions and computes permit fees.

Enters mileage and fuel data from International Fuel Tax Agreement returns into the computer to establish a database for tax calculations, reports, and statistical data; maintains records pertinent to specific customers or existing roadway usage restrictions and conditions.

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Explains specific motor carrier agency policies or program requirements and regulations, and the basis for specific actions taken by the employing agency; answers questions from customers and the public about office locations and hours, standard agency processes and forms, and fees amounts to facilitate application, registration, or other agency services.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: clerical support policies and procedures; data entry screen formats used; agency rules, regulations, policies, and procedures pertinent to motor carrier services work assigned; operational protocols and record keeping requirements of the manual and automated systems used by the employing agency.

Ability to: operate personal computers and associated software applications; identify and resolve errors contained in source documents; understand and follow oral and written instructions; interact tactfully with persons from various socio-economic levels and understand their specific needs and attitudes; communicate in person, and by telephone, computer, email, and correspondence with customers, other agency employees, and the public to exchange information; compute figures using arithmetical calculations involving addition, subtraction, multiplication, division, percentages, and fractions; operate calculators and other office machines; organize personal work assignments; interpret agency policies and procedures as they relate to the work assigned; select and apply the proper policy or directive based on the transactions under review.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in analyzing customer inquiries or issues, applying criteria/regulations, and determining solutions or fees required.

OR

Post high school coursework or training in processing personal transportation or commercial carrier permits, licenses, or similar authorizations.

SPECIAL NOTES:

Some positions in this class may require additional qualifications based on the programs administered by the employing agencies.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).