

**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 technical advice and information, and work direction to other agency employees about application of procedures and regulations and processing requests, 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 third full performance and work-leader classification level of the Motor Carrier Clerk class series. Positions at this level are assigned partial responsibility for coordinating and guiding the work of other workers on a regular, on-going basis. The work leader assists a supervisor who has regular full supervisory authority, responsibility and accountability. Typical work leader functions include scheduling and assigning work, monitoring flow and progress of work, checking completed work, and enforcing work standards. The paramount and preponderant level of work performed is as a work leader.

In addition to these lead worker responsibilities, positions are expected to provide motor carrier services of lower levels of this series and to resolve more demanding compliance inquiries and problems. Unusual or complex issues are referred to the immediate supervisor.

**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.)

Schedules, distributes/balances, and guides the work assignments of co-workers, in accordance with established work flow/assignment requirements, to assist supervisors in the timely accomplishment of the assigned workload.

Monitors and reports to supervisors on the work performance of co-workers to determine overall conformity with established rules, procedures, timetables, and quality standards and to document and communicate employee production levels and training needs.

Trains co-workers, as directed, in specific task and job practices and procedures to improve and maintain the performance levels of these employees.

Answers employees' questions to ensure proper processing of various applications, returns, forms, and other requests pertinent to motor carrier programs administered by the employing agency such as the International Registration Plan (IRP), International Fuel Tax Agreement (IFTA), and Oversize-Overweight (OSW) programs.

Examines computer generated billings to verify their accuracy and the quality of data entry; examines IFTA entries to ensure proper tax calculations; examines data on registration applications to verify appropriateness of documentation and accuracy of details; enters the data for IRP or OSW applications into the computer to generate billings and reports; enters control information into the database to validate IFTA returns and payments.

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Calculates fees due on registrations to ensure proper billing; researches IFTA abatement of penalty requests to ensure proper processing; reviews and specifies permit restrictions/conditions and computes OSW permit fees.

Answers inquires, questions, and correspondence pertinent to the services and functions of the section to which assigned within the employing agency; contacts individuals and companies by telephone, email, correspondence, or fax to correct or obtain needed documentation and provide requested information; explains to customers agency policies and program requirements and regulations, and the basis of specific decisions made.

Balances accounts and prepares deposits of receipts in accordance with agency practices and procedures for processing to the Treasurer's Office.

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

Knowledge of: administrative 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, coordinate, and oversee the work assignments of others; interpret agency policies and procedures as they relate to the work assigned; select, apply, and enforce the proper policy or directive based on the transactions under review; keep production and program records.

**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 processing applications, forms, and requests or assessing fees or taxes pertinent to the motor carrier services or similar transportation related programs.

**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).