

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Motor Vehicle Title Processor

Class Code: 20230

Pay Grade: GD

A. Purpose:

Verifies required documentation is complete and accurate prior to issuing title certificates and special license plates for all motor vehicles within the state including foreign/out of state titles; and ensures all policies, rules, regulations, and laws involving the titling process are followed.

B. Distinguishing Feature:

Motor Vehicle Title Processor is responsible for verifying documentation and ensuring policies, rules, regulations, and laws are followed prior to issuing title certificates and special plates for all motor vehicles.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Audits documentation required for title certificates to ensure paperwork is in compliance and accurate for the purpose of issuing motor vehicle titles and registration.
 - a. Validates supporting documentation such as affidavit of facts, letters of appointment, dealer reassignments, power of attorney to ensure accuracy and completeness.
 - i. Determines appropriate title transaction type.
 - ii. Establishes type of customer.
 - iii. Determines title brand.
 - b. Establishes chain of ownership with proper title assignments and examines odometer disclosure, brand disclosure, and lien notation.
 - c. Calculates and verifies taxes and fees for possible refunds or collections are owed to the State and determines exemption eligibility.
 - d. Conducts research as needed.
2. Reviews and processes requests for special license plates to confirm applicant eligibility.
 - a. Guides a variety of customers through the process to obtain a special license plate.
 - b. Receives requests for several category types of specialty plates and/or decals.
 - i. Verifies appropriate documentation.
 - ii. Determines requests meet all established criteria.
 - c. Verifies appropriate fees and taxes are applied for collection and determines proper exemption eligibility.
 - d. Issues specialty plate.
3. Corrects errors or notifies appropriate individuals to obtain required information.
 - a. Requests missing or correct information through correspondence.
 - b. Determines necessary content to acquire documentation.
 - c. Completes needed information.
 - d. Calculates and includes tax and fees or refunds owed to the State.
4. Performs other work as assigned.

D. Reporting Relationships:

Reports to a program professional. Does not supervise.

E. Challenges and Problems:

Challenged to complete accurate and thorough audits and to determine if additional documentation is required using policies, rules, regulations and laws. This is difficult because of the variety of motor vehicles and types of transactions and range of customers. Also challenged to stay current with an assortment of documents necessary to complete the processes and how to research and request missing information; and assisting with training of new staff members.

Problems encountered include constant changes and updates to policies, rules, regulations and laws; and identifying and handling unusual circumstances and fraudulent activity.

F. Decision-making Authority:

Decisions include determining all necessary documentation is complete or if additional documentation is required, complies with policies, rules, laws, and if proper fees have been assessed prior to issuing motor vehicle title certificates and special plates.

Decisions referred include eligibility; protests disputing tax issues; waiving of fees or penalties; and complex issues involving documentation not previously established.

G. Contact with Others:

Daily contact with the public and county officials to explain processes and provide information on completing forms and necessary documents, requirements, fees, etc.; and with vehicle dealers and other agencies to provide clarification regarding the titling process and special plate requirements.

H. Working Conditions:

Works in a typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- assigned program or activity;
- laws and regulations governing motor vehicle titling and taxes;
- computer software applications;
- department office practices and procedures
- business English including grammar, spelling, and punctuation.

Ability to:

- evaluate information for accuracy and completeness;
- review, comprehend, and interpret rules and regulations;
- organize and set priorities;
- communicate clearly and concisely;
- use a computer and associated software;
- identify issues, research and compile information to solve problems;
- establish and maintain effective working relationships;

- proof and edit solutions to arithmetic problems.