

**BLACK HAWK COUNTY**  
**JOB DESCRIPTION**  
**Motor Vehicle & Operations Manager**

**Job Title:** Motor Vehicle & Operations Manager  
**Department:** Treasurer  
**Salary Level:** 270/GS20  
**FLSA Status:** Exempt

**BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under general supervision, performs administrative and supervisory work involving motor vehicle title and registration operations in the Treasurer's Office. Coordinates the day-to-day administrative duties and personnel management to ensure tasks are completed accurately and customers are being served in a timely and professional manner. Oversees motor vehicle processing, maintenance of Iowa Department of Transportation (IDOT) records and assists in departmental budgetary and financial activities.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Plans, directs, coordinates and supervises a variety of tasks conducted by clerical staff to carry out the daily activities to support motor vehicle title and registration operations; assists staff in responding to questions from the general public to resolve motor vehicle issues/complaints that promotes a high level of accuracy and customer service.
- Maintains and supervises the processing, issuance, and transfers of vehicle titles, recording and releasing liens, issuing plates, and collecting fees.
- Maintains and updates DOT information files in accordance with Iowa Code.
- Manages registration renewals by balancing web renewals payments, preparing and processing vehicle remote deposit renewals.
- Balance dealer ACH transactions and complete adjustments as needed.
- Prepares correspondence to individuals with suspension of Driver's License and Registration privileges, SR Insurance, Child Support, Clerk of Court and/or Department of Revenue stops.
- Prepares correspondence for customer(s) who have submitted payments which have been returned for non-payment; updates customer record with an exception as needed.
- Acts as the liaison with various outside agencies, including Iowa Department of Transportation, Office of Vehicle Services, Iowa Department of Revenue, Iowa Bureau of Investigations and Identity Protection.
- Assists in maintaining and upgrading software by coordinating with vendor(s) and IT Department for new systems implementation or upgrades to current system.
- Serves as the point of contact to add, remove or maintain user access to the Automated Registration and Titling System (ARTS), Iowa Treasurer's Association website and other related systems.
- Keeps abreast of law changes pertaining to IDOT, county government and the Treasurer's Office and makes determinations if procedure or policy changes are necessary to remain in compliance; provides recommendations for departmental policies and procedures as needed.
- Maintains office and title/registration supplies, including motor vehicle forms, license plates, general office supplies and equipment; tracks and balances supply use and inventory levels; manages contract agreements, prepares request for bids and meets with vendors as needed.
- Develops and coordinates training for newly hired clerical staff and provides ongoing training related to motor vehicle title and registration activities.
- Prepares payment vouchers for bills and invoices for the department and reconciles expenditures with budget; assists with budget preparation by maintaining statistics and inventory records.
- Carries out supervisory responsibilities in accordance with the organization's policies and collective bargaining agreements and applicable laws; responsibilities include interviewing, hiring, and orienting employees; provide ongoing educational opportunities; planning, assigning, and

directing work; appraising performance; disciplining employees; scheduling; addressing complaints and resolving problems.

- Acts as back-up support to County Treasurer for personnel management, accounting staff for daily balancing and Financial Management Supervisor for ACH transactions and bank account transfers.
- Other duties as assigned.

**SUPERVISION RECEIVED:**

- Supervision is received by the County Treasurer.

**SUPERVISION EXERCISED:**

- Functional and administrative supervision is exercised over motor vehicle staff.

**QUALIFICATIONS:**

- Bachelor's Degree (BA) in Accounting, Business or a related field from a four-year college or university with at least three years related experience and/or training; OR any equivalent combination of training, education and experience that provides the required knowledge, skills and abilities.
- Demonstrated supervisory or management experience preferred.
- Excellent written and verbal communication skills are required including the ability to write reports and business correspondence and present information to groups of managers, employees and the general public.
- Excellent organizational skills.
- Must possess mathematical skills including the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Must be proficient in computer software applications.
- Ability to maintain confidentiality.
- Ability to maintain compliance with applicable state and federal laws.
- Ability to identify and resolve problems in a timely manner.
- Ability to prioritize duties to meet required timelines.
- Ability to establish and maintain effective working relationships with employees, outside agencies, vendors, and the general public.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment and physical demand characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Refer to the "Essential and Marginal Function Analysis" statement for a complete description of essential functions and functional requirements.

- Position is sedentary involving sitting most of the time and not exposed to adverse environmental conditions, occasional standing and walking.
- Position requires frequent use of office equipment such as computers, copies, fax machines, telephones.
- Position requires frequent use of hand, fingers, arms and near vision.
- Position requires substantial interaction/communication with other employees as well as the general public and department affiliates.
- Position requires occasional lifting of 30 lbs.
- Position requires occasional exposure to stressful situations.

**Work Schedule:**

Core hours are generally 8:00 a.m. to 4:30 p.m. Monday through Friday.