



City of New Brighton, Minnesota
Position Job Description

Position Title: *License Bureau Clerk*

Department / Location: *Finance / City Hall*

Immediate Supervisor: *Assistant Finance Director*

Grade Level: *5*

Position & FLSA Status: *Full Time Nonexempt*

Date of Latest Revision: *June 2019*

Position Summary:

To perform accurate and efficient data entry while processing a wide variety of State motor vehicle, driver's license, DNR and Game and Fish transactions for customers and the City vehicle fleet; account for all inventories of stickers, license plates and forms; and balance daily reports and deposits, ensuring that all transactions are compliant with applicable State and City policies and procedures.

Essential Accountabilities and Expected Outcomes

- 1) Organizes and operates the license bureau function so that residents, customers, and the City can rely on prompt, informative and accurate customer services.
 - Customers receive clear, correct information and directions required to complete their requested transactions.
- 2) Processes a wide variety of licensing transactions in a manner that helps enhance the City's image as a well-managed, resident/customer friendly professional services enterprise and also produces a desired level of revenues.
 - The customer information and documentation presented for each transaction is thoroughly verified and either accepted or the customer is told specifically what additional information and documentation is required before the transaction can be processed.
- 3) Prepares daily deposits and reports documenting completed licensing transactions and maintains the City's escrow accounts.
 - Daily reports and deposits are timely and accurate with all deposits coded properly and receipts balanced with deposits.
 - Escrow accounts are balanced quarterly and outstanding escrows are queried.
- 4) Maintains and accounts for all inventories of stickers, license plates and forms required to transact business.
 - The inventories of stickers, license plates, forms and other supporting materials are sufficient to meet the typical level of Bureau business.
 - Efficient inventory management decreases the likelihood of transaction errors and monthly inventory reports verify the ongoing quality of such inventory management.

- 5) Assists in answering incoming phone calls, processing utility payments, distributing incoming mail, processing outgoing mail, processing accounts payable checks, filing of various documents and assisting with the department's major projects.
 - The timely and accurate completion of support responsibilities in addition to licensing transactions contributes to a coordinated and productive work effort for the department.
- 6) Keeps current on State policies, procedures and guidelines covering the types of licensing transactions performed by the City's License Bureau function.
 - State manuals and supporting materials are readily available for reference and off-site trainings are regularly attended to help ensure the ongoing quality of customer service to residents and the City.
- 7) Coordinates and provides training, technical and administrative guidance to other department staff that provide backup for the License Bureau function.
 - Training, technical and administrative guidance is timely and reliable so that others can proceed with confidence in completing the wide variety of licensing transactions expected from the License Bureau function.
- 8) Confers with and keeps the Assistant Finance Director informed of all important matters that need involvement at that level.
 - Important issues and problems are often anticipated, identified and then resolved with minimum disruption or delay of services to customers.
 - Difficult issues and/or customers are referred to the Assistant Finance Director as appropriate.
- 9) Performs additional responsibilities as apparent or directed.

Competencies Common to All Positions:

Developing and maintaining a thorough working knowledge of all department and applicable City policies and procedures in order to help facilitate compliance with such policies and procedures by all personnel.

Demonstrating by personal example the service excellence and integrity expected from all staff.

Developing respectful and cooperative relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.

Conferring regularly with and keeping the immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which accountable.

Representing the City in a professional manner to the general public and other outside contacts / constituencies in a manner that helps maintain and enhance New Brighton's reputation as a well managed City.

City of New Brighton Core Values Common to All Positions:

Represent and model the following established City of New Brighton Values:

- Respect for Residents, Businesses, and Visitors
- Effective Communication with Residents of New Brighton
- Promote a Healthy Business Climate
- Understand Our Past as we invest in the Future
- Recognize the Importance of Working with Neighboring Communities
- Provide for the Safety and Security of the Community
- Accountability and Integrity in Service Delivery

Typical Working Environment:

Work space is contained in a climate controlled smoke-free office environment. Office furniture, equipment and filed records limit space within the office. Distracting noise levels are present at times due to office machines, telephones, and conversations. The office is open to the public. Opportunities to leave the immediate area are limited to those occasions when other employees are available to monitor the area. This position may be required on occasions to lift 50 lbs. or less.

Typical Physical Requirements for This Position:

None specific to the position.

Selection Criteria to Qualify for This Position:

Required Job Qualifications:

- High School Diploma or GED equivalent
- WPM of 50 or more
- Data entry experience, including entry of private data into pre-set fields and regular use of a 10-key calculator.
- Excellent basic math, problem solving, and communication skills (oral and written)
- Competent with Microsoft Office and Windows operating systems
- Customer service experience
- Ability to work some Saturdays
- Must have or be able to obtain certification as a Notary Public

Or such alternatives to the above qualifications as the City may find appropriate and acceptable.

Preferred Job Qualifications:

- Motor Vehicle, Drivers License, DNR, or Game and Fish licensing experience
- Cashier experience

Employee Initials and Date: _____

Supervisor and / or Department Head Initials and Date: _____

Assistant to the City Manager Initials and Date: _____