



ADA COUNTY HUMAN RESOURCES

MOTOR VEHICLE DIVISION SUPERVISOR ASSESSOR

HIRING WAGE: \$73,000 – \$76,220/yr DOE

STATUS: Full-time with Benefits

CLOSING DATE: August 1, 2021

APPLICATION MATERIALS: Apply online at adacounty.id.gov/jobs

GENERAL SUMMARY

The incumbent in this job is responsible for managing the Department of Motor Vehicles (DMV) Division. This responsibility includes developing the strategic plan, operating policies and procedures to ensure that programs and activities are in compliance with regulatory requirements. The incumbent assists with budget development, purchases, tracking revenue, responding to customer inquiries, and personnel management. This position is a Deputy Assessor, and performs related duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This position works under general supervision and carries out work assignments in accordance with instructions, policies, previous training or accepted practices.

ESSENTIAL FUNCTIONS

- Responsible for the issuance of motor vehicle licenses, titles and collections of license and permit fees;
- Provides policy, procedure, and statutory compliance guidance to the DMV Branch Managers;
- Develops the strategic plan and provides planning and oversight of the implementation of organizational goals and objectives;
- Supervises personnel, assigns work, reviews and evaluates performance, counsels' employees regarding programs, policies and procedures, resolves employee complaints, takes disciplinary action, tracks time and coordinates vacation schedules;
- Oversees training programs for direct reports;
- Coordinates division activities with other divisions, departments and agencies;
- Formulates budget recommendations;
- Manages the operation of the division within the scope of the approved budget;
- Plans the scope of the work to be performed within the division;
- Reports the operational and financial performance of the division to the Assessor and Chief Deputy;
- Reviews, measures, and evaluates the effectiveness of the workforce;
- Receives complaints, gathers and analyzes fact, and resolves issues;
- Interviews candidates for positions and recommends selections, reassignments and other personnel actions;
- Answers incoming correspondence concerning requirements for motor vehicle licenses and titles;
- Provides training and guidance to employees to ensure efficient operations and strong customer service focus;
- Oversees receipt of funds received to ascertain that funds are handled in accordance with proper accounting procedure;
- Ensures required State of Idaho reports are prepared correctly and submitted on time;
- Prepares a wide variety of operational and performance related reports and conducts special studies as required;
- Drafts and makes recommendations on departmental public media releases via traditional and social media outlets to the Assessor and county Public Information Officer;

- Uses customer metrics to provide staffing recommendations to Chief Deputy Assessor;
- Analyzes weekly and monthly Q-Matic data to improve customer service;
- Performs related duties as required.

JOB REQUIREMENTS

- Bachelor's degree from an accredited university in Operations or Production Management, Business Management, Business Administration or a related field, or an equivalent combination of education and experience;
- At least 5 years management or supervisory experience is preferred;
- Excellent organization, planning, critical thinking, and problem-solving skills;
- Excellent written and verbal communication skills;
- Strong customer service skills required;
- Strong understanding of business, finance, and management principles;
- Strong understanding of the principles of performance management;
- Strong understanding of the development of operational and financial forecasts;
- Good knowledge of the creation and management of organizational budgets;
- Good knowledge of the interpretation and application of statutes and rules;
- Good knowledge of modern office equipment, personal computers, word processing, and spreadsheet applications such as MS Office;
- Good knowledge of the creation, use, and management of operational dashboards and other digital reporting formats;
- Good knowledge of the use, development, and interpretation of statistical models and reporting;
- Understanding of relational databases and basic report writing;
- Good knowledge of the development and interpretation of policy and procedural manuals;
- Good knowledge of accounting procedures;
- Ability to plan, organize and direct the work of staff;
- Ability to lead and motivate staff;
- Ability to establish and maintain effective work relationships;
- Ability to establish and maintain computerized records systems and prepare reports from such records;
- Ability to explain complex information such as rules and regulations and professionally handle escalated customer situations;
- Ability to make decisions in accordance with laws, ordinances, regulations and established policies;
- Ability to deal effectively in stressful situations;
- Ability to prepare effective correspondence on routine matters;
- Ability to maintain confidentiality;
- Ability to follow written and verbal instructions;
- Ability to deal with the general public in a tactful and courteous manner.

OTHER REQUIREMENTS

- Must adhere to a professional code of ethics as a sworn Deputy Assessor;
- Must obtain and maintain Idaho Driver's License;
- The incumbent is subject to a criminal records check.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Ability to work at various branch offices throughout the county;
- Work is performed primarily in an office environment and the employee in this class is subject to inside environmental conditions;
- May be required to lift up to 20 lbs.;
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks.

DISCLAIMER

To perform this job successfully, an individual must be able to perform the essential functions satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice. Ada County provides Veteran's Preference for all County jobs except for those deemed "key positions" in accordance with Title 65, Chapter 5 of Idaho Code.

NOTE

Ada County reserves the right, at the discretion of the appropriate appointing authority, to waive any of the minimum qualifications for those applicants whose general or specific qualifications would otherwise qualify the applicant for the position or lead the appointing authority to believe that the applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities. The hiring pay range may be appropriately adjusted based upon current and/or prior applicable Ada County employment experience.

** If you need reasonable accommodation to participate in and/or complete the county's application process, please contact Human Resources at the phone number or address listed hereon. (TDD call 287-7979)*

Ada County Human Resources | 200 W. Front Street, 2nd Floor, Boise, ID 83702

Office: 208-287-7123 Fax: 208-287-6999

adacounty.id.gov