TITLE AND REGISTRATION TECHNICIAN

POSITION SUMMARY

Titling and Registration Technician serves as the frontline representative of the Motor Vehicle Department (MVD) branch office. They support motor vehicle registration and titling services, maintain accurate records, and provide helpful, courteous service to the public in compliance with legal standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide service in person, by phone, mail, or fax.
- Help customers complete forms and applications.
- Deliver accurate information on motor vehicle processes.
- Review applications for accuracy and completeness.
- Identify and report potential fraud.
- Accurately enter data in LEGEND for titles, registrations, and owner records.
- Follow state and federal privacy laws.
- Scan documents within 2 business days.
- Ensure all records are maintained according to the retention schedule.
- Collect and process all payments correctly.
- Balance cash drawer daily and report any discrepancies.
- Maintain an 80% or higher processing accuracy (FTQ).
- Ensure title backlog stays under 4 weeks.
- Work cooperatively with the team to meet office goals.

Knowledge, Skills, and Abilities:

- Knowledge of state and federal motor vehicle title and registration regulations.
- Familiarity with vehicle ownership documents, such as titles, registration cards, lien documents, and power of attorney forms.
- Knowledge of clerical and office procedures, including filing systems and data entry standards.
- Understanding of customer service principles and practices.
- Basic knowledge of confidentiality requirements related to personal and vehicle information.
- Attention to detail when reviewing documents and entering data.
- Proficient in using computer systems and software, including titling databases, word processing, and spreadsheet programs.
- Strong interpersonal and customer service skills to interact professionally with the public.
- Effective oral and written communication skills.
- Ability to multitask and prioritize in a busy, deadline-driven environment.
- Ability to interpret and apply laws, rules, and procedures related to motor vehicle titling and registration.
- Ability to verify documentation for accuracy and completeness.
- Ability to handle confidential information appropriately.

- Ability to remain calm and professional when handling customer complaints or high-volume service periods.
- Ability to work independently or as part of a team and follow supervisory direction.

QUALIFICATIONS

Education and Experience:

- High school diploma or GED
- Prior experience in motor vehicle titling, customer service, or administrative roles.

Special Requirements:

- Valid Driver's License

Environment

- Positions in this class typically require: sitting, standing, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.
- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting of objects of light weight may be required.
- Work related travel is minimal.

Classification: G-Grade 12
FLSA: Non-Exempt
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