

**Job Description**

General Summary:

With general direction from the Treasurer and State of Iowa, assists the public with driver's license issuance and all other driver related services.

**A. Essential Functions**

1. Assist public with driver's license issuance, knowledge exam needs, scheduling appointments
2. Coordinates DL re-exams and handles special DL communications
3. Administer drive tests as needed (possibly)
4. Issue Persons with Disability permits
5. Print & maintain daily schedule for issuance, drive and exam appointments
6. Answers inquiries from public; responds effectively to telephone/email inquiries
7. Orders and organizes driver's license supplies
8. Collect fees for licenses & civil penalty fees
9. Balance cash drawer daily and report/correct inaccuracies to Treasurer, take deposit to bank
10. Maintains accurate files
11. Attend workshops and training as schedule by IDOT

**B. Physical Demands**

1. Be able to sit at desk for extended periods of time
2. Keyboard and telephone skills are required
3. Must have good vision
4. Lift and carry up to 25 pounds
5. Run shredder for destruction of driver's license materials & other data sensitive items

**C. Cognitive Demands**

1. Ability to run adding machine/calculator to balance work
2. Ability to use computer keyboard to enter information and to access systems based on written or verbal instructions; must be detail oriented and accurate
3. Ability to work with internet applications
4. Ability to communicate with staff & public; ability to explain results of tests
5. Ability to know when to pass which questions on to other departments
6. Ability to adapt to situations and to enhance problem solving skills
7. Ability to multi-task
8. Able to speak Spanish a plus

**D. Work Environment & Equipment**

1. Work in fast-paced environment that may include confrontational situations with patience and professionalism
2. Able to use various office equipment, including but not limited to: computer, printer, scanner, camera, FAX, copier, 10-key adding machine, typewriter, telephone, and postage machine