



JACKSON COUNTY Job Description

Motor Vehicle Manager

Department	Tax Administration
Reports to	Assistant Tax Assessor – Personal/Business Property
FLSA Status	Non-Exempt
Pay Grade	21
Revision Date(s)	11/2023

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described. Every duty associated with this position may not be described herein. Employees may be required to perform duties not specifically spelled out in this job description and such duties may reasonably be considered incidental to the performance of the job just as though the duties were actually written as part of this job description. Jackson County reserves the right to revise this job description at any time. This description does not represent in any way a contract of employment.

JOB SUMMARY

This position performs administrative, professional, technical, and managerial work in planning, organizing, and overseeing all aspects of the Motor Vehicle Division. The person in this position will be a team builder who can lead and inspire and possess outstanding analytical, communication, and customer service skills. The Motor Vehicle Manager plays a pivotal role in the success of the Tax Administration Department by leading the activities of the Motor Vehicle Division and overseeing the thorough and accurate appraisal of 38,000 registered motor vehicles and processing of all vehicle titling and registration services.

ESSENTIAL JOB FUNCTIONS

- Plans, organizes, and coordinates the work of the Motor Vehicle Division within the Tax Administration Department.
- Establishes and implements policies and procedures for operation of the Motor Vehicle Division.
- Prioritizes and assigns work, establishes performance standards and deadlines, maintains quality assurance for work performed, conducts performance evaluations, and makes hiring, termination, and disciplinary recommendations.
- Designs and implements standards for the Motor Vehicle Division personnel to include but not limited to punctuality, production levels, and customer service policies.
- Performs a variety of duties involved in the License Plate Agency, including daily audit work, and submitting information to state headquarters, daily balancing of all employees' tills, handling state and county LPA funds and verifying deposits, questions, and concerns pertaining to liability Insurance with vehicle registration, stocking and ordering inventory, and interacting with state auditor monthly.
- Completes and notarizes documents as required by NC DMV.
- Ensures that the Motor Vehicle Division complies with county, state, and federal rules, regulations, policies, and statutes.
- Assures that staff is trained and qualified to perform the required tasks and duties; schedules training with state agency, as needed.
- Responds to inquiries from the public about motor vehicle related concerns and seeks appropriate resolutions.

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- Works alongside the other divisions of the Tax Administration Department to ensure the highest level of quality, accuracy, communication, and fair and equitable treatment of all taxpayers in the county.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's Degree in a business or related field; two (2) years directly related experience in personal property appraisal or state motor vehicle titling and licensing; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid State of North Carolina driver license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment. Must complete required training as prescribed in the Machinery Act of North Carolina to include Property Tax Listing and Assessing, and Personal Property Appraisal within twenty-four (24) months of employment. Must complete NC DOR VTS Workshop. Employees in this position must complete continuing education credit hours as required. Must be commissioned as a Notary Public in the State of North Carolina or will be required to obtain the commission within a within a reasonable amount of time. Applicant may be required to complete three weeks of intensive training through the NC DMV prior to beginning work.

Knowledge, Skills and Abilities:

- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of policies, procedures, and practices used in appraising registered motor vehicles for ad valorem tax purposes.
- Knowledge of the North Carolina Machinery Act and county tax policies as applicable to the listing and assessment of registered motor vehicles.
- Knowledge of the North Carolina Machinery Act as applicable to the registration and licensing of motor vehicles.
- Knowledge of supervisory and management practices.
- Knowledge of established governmental and departmental accounting practices and procedures.
- Knowledge of the application of established bookkeeping and accounting principles and techniques of standard accounting transactions.
- Skill in prioritizing and organizing work.
- Skill in oral and written communication.
- Ability to handle sensitive and controversial situations.
- Ability to use posting, calculating, or adding machine in recording financial data or making computations.
- Ability to understand and apply laws, regulations, and policies to the maintenance of financial records.
- Ability to prepare standard financial statements and reports.
- Ability to effectively communicate and interact with management, employees, members of the general public, and other groups involved in the activities of the county as they relate to the department.

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- Ability to plan and conduct an effective tax appraisal program.
 - Ability to deal tactfully and courteously with the public in explaining tax laws and policies.
 - Ability to analyze factors which tend to influence the values of property and to exercise judgement in the determination of property values.
 - Ability to instruct, organize, direct, and supervise the work of others.
 - Ability to write clear and concise reports.
 - Ability to initiate both oral and written communications effectively.
 - Ability to establish and maintain effective relationships with general public, county officials, and other employees.

PHYSICAL DEMANDS

The work is light work, which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Tasks may involve extended periods of time at a computer or workstation and/or walking short to medium distances that may or may not involve moderate to steep inclines due to topography of county. Additionally, the following physical abilities are required:

- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Manual Dexterity:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Hearing 2:** Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Pulling:** Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- **Pushing:** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Stooping:** Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- **Standing:** Particularly for sustained periods of time.
- **Talking 1:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Visual Acuity 1:** Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- **Visual Acuity 3:** Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

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WORK ENVIRONMENT

Work is performed primarily indoors in a relatively safe and secure environment. The work environment involves everyday risks or discomforts which require normal safety precautions. Use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations are minimally required.