

**CUSTER COUNTY  
POSITION DESCRIPTION  
TREASURER'S OFFICE  
September 2024**

**Position:** Part-time Customer Service/Motor Vehicle Specialist

**Grade:** 10, \$19.60

**Department:** Treasurer

**Supervision Received:** Works under the supervision of the Deputy Treasurer, and the ultimate supervision of the Treasurer

**Supervisory Responsibility:** N/A

**Summary of Work:** Performs clerical duties in the processing of documents and receipts through the Treasurer's office

**Essential Duties and Responsibilities:** This position performs general clerical duties that require attention to accuracy of work and ability to meet deadlines. Must be attentive to detail in evaluating incoming motor vehicle titles. This position deals tactfully with people and involves stressful situations. Must be able to work with frequent interruptions and maintain confidentiality of sensitive information. This position may occasionally work outside normal hours.

- Checks over and assists customers with motor vehicle titles and checks them for compliance to Montana motor vehicle statutes and regulations
- Enters incoming motor vehicle titles onto Montana Motor Vehicle Computer System
- Makes needed corrections on incoming motor vehicle titles from financial institutions or dealerships and/or contacts proper individuals for missing documents, signatures, etc.
- Processes tax payments received by mail and over the counter
- Balances daily cash to receipts
- Backup for daily balancing of cash or receipts
- Makes bank deposits in treasurer's and deputy treasurer's absence
- Postmarks outgoing mail with county postage machine
- Accepts and enters departmental deposits
- Processes motor vehicle registrations
- Is familiar with and adheres to the vast and complex tax and motor vehicle statutes and regulations, including Montana Code Annotated and Administrative Rules
- Is responsible for handling large amounts of money
- Assists customers over the phone
- Adheres to customer service policies

- Assists with other office duties and maintenance as needed
- Demonstrates data and word processing skills
- Demonstrates knowledge of computer applications

### **Essential Functions:**

This position must wait on the front counter and must be able to communicate orally and in writing; process payments on customized software; must be attentive to detail and finding mishaps on incoming motor vehicle titles before they are processed and determine how the problem may be corrected; organize work schedule; make independent judgments; solve routine problems without assistance; work accurately and in a timely manner; keep updated on taxation and motor vehicle laws; follow verbal and written instructions; perform general office clerical procedures; establish effective working relationships with fellow employees, supervisors, and the public; be proficient with computer software, including but not limited to word, excel, and publisher; and be willing to work extra hours to fill in for vacations and extra heavy traffic months.

### **Education and Experience:**

This position requires a basic knowledge of clerical work; computer operating systems (Windows); and word processing (Microsoft Word). Must have skills in the use of computers; printers; ten key; fax machines; telephones; and modern office practices.

The incumbent must have the ability to: pay attention to detail and accuracy of documents; problem solve; work well and deal tactfully with the public in sometimes stressful situations; handle several tasks at one time; adhere to standards of confidentiality; complete tasks regardless of interruptions and distractions; communicate effectively; follow verbal and written instructions; work well with or without supervision; prepare accurate and detailed records; perform math calculations quickly and accurately; work effectively under pressure; show good phone etiquette; and establish effective working relationships with fellow employees, supervisors, and the public.

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equal to:

- High School diploma or equivalent;
- One year of related work experience;
- Some knowledge of tax and motor vehicle statutes preferred

### **Physical Demands:**

The following physical requirements are typical of those encountered at the job site, and must be met in order to successfully perform the essential duties of this position.

Custer County provides reasonable accommodations to individuals with disabilities to assist them with performing these duties.

Successful performance of the duties associated with this position requires standing; walking; climbing steps; sitting; use of hands and fingers; talking; and hearing. Employee may occasionally lift up to 25 pounds. Required vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.