

Job Title: Office Manager

Prepared By: County Clerk

Classification: Full-time

Prepared Date: May 25, 2015

Department: Clerk

Approved By: Human Resources

Reports To: County Clerk & Deputy

Approved Date: 2/3/2016

Location: 525 E. Grand Ave.

FLSA Status: Non-Exempt

Job Summary: Under limited supervision, plans and coordinates the operations and activities of the Auto Titles, UCC Department, Banks and Dealer Department, Mail Processing Department and Marriage License process within the County Clerk's Office. To provide information and assistance to elected officials and department heads and/or assigned staff, and the general public.

Supervision Received and Exercised: Exercise direct supervision of all employees assisting in these departments. Receives general supervision from the County Clerk and the Deputy County Clerk.

Essential Duties and Responsibilities:

Important and essential duties may include, but are not limited to, the following:

- Oversees the day to day activities of the Auto Titles, UCC Department, Banks and Dealer Department, Mail Processing Department and Marriage License process and ensures compliance with applicable rules, regulations and procedures.
- Provides advice and guidance in the interpretation of laws, regulations and procedures governing the documentation required for the transfer of ownership of personal property.
- Serves as a primary liaison between the Clerk's Office and motor vehicle dealerships, credit unions, insurance companies and finance company representatives in relation to the transfer of ownership as well as the requirements necessary for filing and perfection liens and provides assistance in determining lien/termination actions required.
- Reviews correspondence with other titling jurisdiction to obtain information necessary to resolve disputes.
- Researches transfer of ownership laws of other states and countries.
- Assists Assistant County Clerks in determining appropriate research methods to resolve discrepancies in vehicle identification numbers, ownership disputes, chain of title, and to provide information to law enforcement agencies.
- Schedules work coverage and coordinates duties of assigned personnel in the event of vacation or absence and performs line and cashier functions as necessary.
- Perform all general duties assigned to Assistant Clerks including examining and analyzing legal documentation submitted for transfer of ownership, filing and perfection of liens, determining the taxable value of personal property, verifying the payment of property tax on mobile homes, and calculating/collecting fees.
- Hires, supervises, and helps evaluate the performance of assigned personnel.

- Conducts research on State/Federal laws and regulations pertaining to the transfer of ownership of personal property, processes the filing and perfection of liens.
- Responds to, researches and resolves complaints from the general public and other users and intervenes on behalf of the County Clerk and Assistant County Clerks dealing with irate taxpayers.
- Coordinates with the Treasurer's Office counterpart in relation to legislative changes affecting both departments as well as procedures.
- Liaises with the Information Technology Department in relation to program upgrades/changes and the development of new software applications.
- Issues refund checks, balancing/reconciling the refund account and balancing daily escrow business and provides back-up assistance to the Deputy County Clerk on all departmental revenue activities.
- Conducts queries from the motor vehicle and lien filing databases and reviews error reports from the Department of Transportation to monitor quality of work performed by staff; counsels staff in relation to reported errors.
- Liaises with the Wyoming Department of Transportation to retain an active listing of current/valid motor vehicle dealers and to provide information on non-compliance of motor vehicle dealers and coordinates with Compliance Investigators and law enforcement personnel regarding investigations.
- Coordinates with the Wyoming Department of Transportation in relation to ordering State-mandated forms and supplies.
- Provides support with the conduction of elections and assist voters in locating polling locations and provides general election related information.
- Adhere to safe work practices and procedures.
- Perform other duties as assigned or required.

Qualifications/Requirements:

- Knowledge of Microsoft Office Suite.
 - Knowledge of Auto Title Department.
 - Knowledge of UCC Department.
 - Knowledge of Banks and Dealers Department.
 - Knowledge of Mail Processing Department.
 - Knowledge of Marriage License laws.
 - Knowledge of legislation and statues applicable to the provision of auto title services, UCC services and Marriage Licenses.
 - Knowledge of laws pertaining to the transfer of ownership of personal property.
 - Knowledge of processes for retaining, transferring and destroying public records.
 - Knowledge of supervisory principles, practices, and methods.
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- Skill in overseeing the day to day operations of the Auto Title Department.
 - Skill in overseeing the day to day operations of the UCC Department.
 - Skill in overseeing the day to day operations of the Banks and Dealers Department.
 - Skill in overseeing the day to day operations of the Mail Processing Department.

- Skill in overseeing the day to day operations of issuing Marriage Licenses.
- Skill in responding to and resolving complaints from the general public and other users.
- Skill in processing the filing and perfection of liens.
- Skill in conducting queries from motor vehicles and lien filing databases.
- Skill in liaising with various internal and external parties in relation to auto title department activities.
- Skill in monitoring supply inventories.
- Skill in supervising, leading and delegating tasks and authority.
- Public speaking, customer service and good communication skills.
- Ability to maintain confidential records in an ethical manner.

Education/Training/Experience:

- High School Diploma or equivalent preferred.
- Knowledge of procedures in the Auto Titles, UCC, Banks and Dealers, Mail Processing Departments and the Marriage License laws.
- Five (5) years of experience working in a motor vehicle titling department, or equivalent combination of education, training and experience.
- Must be Bondable.