

JOB OPENING

Job Title: DMV Service Specialist (Part-time)
Department: Operations
Reports To: Vice President, National Initiatives
Classification: Non-Exempt
Location: Stamford, CT

SUMMARY

The DMV Service Specialist will be working in a fast paced environment with a high volume of customer contact. This position is accountable for examining forms, applications, and supporting documentation before granting issuance of an operator's license.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Review and examines applications and supporting documents for operator licenses and state issued identification cards to ensure clear, complete and accurate information verification.
2. Responds to inquiries from public and provides correct information on requirements and procedures.
3. Issues motor vehicle operators licenses containing photograph of applicant.
4. Collects required fees; verifies and validates applications and supporting documentation; operates camera, and other office equipment such as calculators, credit card processing machines and computer terminals.
5. Prepares financial documents and reports and balances cash drawer and documents.
6. Determines the needs of the customers as they relate to The WorkPlaces programs and services.
7. Ensuring the integrity of data is recorded accurately, factually and correctly reported, documented and entered into appropriate databases.

SUPERVISORY RESPONSIBILITIES

Responsible for own work. Not required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Innovative, enthusiastic, problem solving aptitude
- Excellent customer service skills including experience with face-to-face contact with the general public
- Must have a high degree of technical aptitude
- Ability to learn and understand the products and services offered by The WorkPlace
- Must be able to pass FBI, State of Connecticut and/or DMV background check

EDUCATION and/or EXPERIENCE

High School Diploma or equivalent required. Two to three years of customer service experience, or equivalent combination of education and experience.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient Microsoft Word, Excel, and PowerPoint. Willingness to master appropriate data systems.

To apply:

Submit Cover Letter and Resume to:

Donna DeMattia, Manager, Human Resources

ddemattia@workplace.org