



Motor Vehicle Investigation Supervisor
Tax Assessor - Collector

TAC/4
Pay Grade: 19

JOB SUMMARY

This position is responsible for supervising motor vehicle title investigations.

MAJOR DUTIES

- Reviews daily cases; ensures all receipts are on file and properly recorded.
- Opens and closes cases for individuals who purchased vehicles without proper documentation.
- Sends letters of interest to registered owner and/or lien holder for title hearings.
- Prepares title hearing documents for the Tax Assessor – Collector to grant title.
- Assists Homeland Security, Police Department, and Sheriff's Department with information as requested.
- Corrects title rejects.
- Files titles as received.
- Makes telephone calls to last registered owners on behalf of victimized taxpayers.
- Contacts law enforcement regarding stolen vehicles or fake titles.
- Notarizes documents.
- Processes passport applications; mails passport applications and signs all transmittals.
- Maintains records of fees collected on additional taxes.
- Balances cashboxes.
- Prepares a variety of regular and special reports.
- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of Texas Department of Motor Vehicles policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of motor vehicle title investigation principles and tools.
- Knowledge of supervisory principles and practices.
- Skill in planning, organizing, directing and coordinating the work of personnel.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise reports.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Operations Administrator assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Texas Department of Motor Vehicles transportation code, vehicle registration and title policies, the U.S. State Department Manual for Passport Agents, Webb County policies and procedures, and civil services rules and regulations. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied investigative, management and supervisory duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to supervise the motor vehicle title investigations. Success in this position assists taxpayers in the proper registration of motor vehicles.

CONTACTS

- Contacts are typically with co-workers, other county personnel, law enforcement personnel, car dealers, bank representatives, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently standing, walking, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Motor Vehicle Supervisor (1), Occupation Tax Officer (1), Motor Vehicle Investigator (1), and Administrative Clerk (2).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree from an accredited college or university in a course of study related to the occupational field.
- Must have three to five years of related experience.

OTHER REQUIREMENT INFORMATION

- Must possess a valid and current Texas driver's license for the type of vehicle or equipment operated.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is not covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date