

# ***MVD Clerk***

## ***Town of Bernalillo***

*Internal posting: March 12, 2019 –March 26, 2019*

***Location:*** Bernalillo, New Mexico  
***Department:*** MVD

***Job Status:*** Full time/Permanent  
***Hourly Range:*** \$11.05

**Purpose of Position:** Follows all State of NM-MVD regulations and standards as they pertain to any and all Motor Vehicle Division transactions. Maintains computerized customer database and all reports and registers. Processes customer requests for municipal and/or state services, registrations, and titles consistent with applicable laws and regulations. Answers customer service questions both in person and by telephone and directs customers to appropriate staff members for further assistance. Analyzes customer information, answers inquiries, resolves customer complaints, and otherwise refers complaints for investigation. Receives required payments from customers for fees or fines, verifies correct amount, issues change, and provides receipt as required. Reviews computerized customer account information to discover potential problems and relays findings to the department supervisor for further inspection and resolution. Prepares balancing report and reconciles cash drawer on a daily basis.

**Education/Experience:** High school diploma or general education degree (GED); and six (6) months directly related work experience and/or training in customer service, bookkeeping, and data entry, or an equivalent combination of education and relevant experience.

**Agency Preference:**

Solid communication (oral and written) skills, strong telephone manner and interpersonal skills. Demonstrated competence in: customer service, detail oriented, problem solving, completing duties in a timely manner, professional and respectful demeanor.

**Conditions of Employment:**

Must possess and maintain a valid NM Driver License

Must be able to pass a State of NM-MVD required background clearance

Please submit resume and application to:

Troy Martinez  
Human Resources Director  
P.O. Box 638  
Bernalillo, New Mexico 87004

Or by fax at  
505-867-0481