

## **JOB OPENING NOTICE**

JOB OPENING: Frio County is accepting applications for a full-time Driver's License Clerk III. Applications can be found on the Frio County website at <http://www.co.frio.tx.us/page/frio.Jobs.Openings> and must be submitted to the Human Resource Office at the Frio County Courthouse located at 500 East San Antonio Street, Pearsall, Texas 78061. Frio County is an "at will" and an equal opportunity employer.



# Frio County Job Announcement

## Driver's License Clerk III

Location: Frio County, Pearsall, TX  
Department: County Judge  
Job Type: Full-Time/Non-Exempt  
Pay Rate: \$18.01/HR  
Posting Period: Friday, October 11, 2024

Frio County Job Notices and the Employment Application are available online at <http://www.co.frio.tx.us/page/frio.Jobs.Openings>. Applications must be submitted prior to the deadline indicated in the job posting. Submit all applications to the Human Resource Office at the Frio County Courthouse located at 500 East San Antonio Street, Pearsall, Texas 78061. Frio County is an "at will" and an equal opportunity employer.

---

### **JOB SUMMARY:**

Performs data entry, administrative tasks, and routine customer service work. Work involves conducting technical review of applications and supporting documentation for licenses. Communicating with varied entities to provide direct information to citizens. Providing rapid and accurate responses to telephone requests and walk-ins. Obtaining information relating to content and application of laws, regulations, procedures and/or official department or other agency actions affecting citizen privileges of licensing to operate a motor vehicle as well as status of individual cases.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide customer service in a professional and courteous manner.
- Schedule appointments for customers and enter their personal information into the DPS database.
- Must be able to responsibly handle sensitive and confidential information and situations.
- Greet and respond to requests from callers and walk-ins for information, locations or services and inform them of actions required to accomplish their objectives, amounts of

fees required for them to obtain/renew or for purchase of various official documents and department publications.

- Provide instructions for completing request forms and review completed forms to determine completeness and accuracy.
- Maintain safety policies and follow federal regulations for vehicle operation.
- Advise licensees on regulations and administer written and road tests, evaluating the results.
- Perform routine data entry, and update licensing information using computer terminals.
- Ensure compliance with state regulations by verifying proof of residency and legal presence.
- Issues driver's license, commercial driver's license, identification cards, permits, insurance requirements, voter's registration, organ donation, etc.
- Provide essential support in driver licensing offices.
- Assists with screening as well as administers written and visual tests. Captures photograph of applicants, their signatures and thumbprints.
- Examine, evaluate and analyze documents provided by citizens, computerized information and retrieved from electronic files to determine compliance with license rules and regulations or to identify deficiencies that prevent compliance with one or more laws that affect a person's privileges in the State of Texas.
- Collects appropriate license fees and prepares receipts; ensures and accepts accountability that monies received balance with receipts issued.
- Other duties as assigned.

#### **MINIMUM REQUIREMENTS AND QUALIFICATIONS:**

- High School diploma or GED
- Valid Texas Driver's License
- 3-5 years of minimum experience in administrative field
- Bilingual preferred

#### **KNOWLEDGE, ABILITIES, AND SKILLS:**

- Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens.
- Ability to read, interpret and accept documents such as rules, instructions, and procedures manuals.
- Knowledge of business office practices, of English grammar, spelling, punctuation and composition.
- Ability to fill out reports, answers telephones, respond to emails, prepare and route correspondence accurately, distribute messages, and speak effectively to the public.

- Ability to understand and comprehend the meaning of legal language of a variety of statutes and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining licenses and the ability to answer questions around licensing laws.
- Well organized, analytical, and detail oriented.
- Knowledge and ability to operate computer database systems and software such as Microsoft Office Word, Excel, Outlook, PowerPoint, etc.
- Excellent customer service, strong work ethic, and problem-solving skills.
- Ability to remain calm and professional under pressure, communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occur.
- Ability to work independently, under deadlines, and manage multiple tasks.
- Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.
- Ability to maintain a strong level of confidentiality, trust, and security with client's personal information.
- Knowledge in Mathematics skills, adding, subtracting, multiplying, and dividing in all units of measure, using whole numbers, common fractions, and decimals.

**WORKING CONDITIONS AND HOURS:**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand and sit for extended periods of time. The employee is occasionally required to walk, handle, reach with hands and arms, climb, balance, stoop, bend, and kneel. The employee must occasionally lift and/or carry up to 25 pounds. The normal work hours of Frio County shall be from 8:00 a.m. to 5:00 p.m., Monday through Friday, unless otherwise directed by the department head. On occasions, the employee may have to work additional hours outside of normal working hours in order to meet the needs of the County.

**Benefits:**

100% employer paid group health insurance  
 Medical  
 Dental  
 Basic Life and ADD, Dependent Life  
 Retirement  
 Paid Sick Leave and Vacation Leave  
 Paid Holiday

**Conditions Of Employment:**

Must successfully complete a background investigation and a pre-employment drug screen.