

Title: Motor Carrier Program Specialist, #01855

State Role Title: Program Administrative Specialist I

Hiring Range: Commensurate with experience, up to \$55,650

Pay Band: 4

Agency: Department of Motor Vehicles

Location: INTERNATIONAL REG & ROAD TAX

Agency Website: www.dmv.virginia.gov

Recruitment Type: General Public - G

Job Duties

Do you enjoy working with transportation or commercial motor vehicles? Do you have a drive to serve others? Then this is the position for you!

The Virginia Department of Motor Vehicles is in search of an enthusiastic, customer service driven professional to join DMV's Motor Carrier Services Team as a Motor Carrier Customer Contact Specialist. In this position, you will process customer and vehicle transactions, International Registration Plan (IRP) and International Fuels Tax Agreement (IFTA) payment collections, credential and inventory release transactions, and trip permit applications. Extensive customer interaction via telephone, email, and written correspondence is essential. You will examine customer work to validate accuracy and completeness, ensure compliance with IRP and IFTA requirements, and identify discrepancies and indicators of improper tax filing.

Responsibilities Include:

- Assisting with applications and tax returns filed electronically by customers through the external system, troubleshooting application and system issues, and completing administrative tasks to bring full closure to applications submitted electronically
- Educating customers about federal and state requirements applicable to their business, and shares information about DMV services and benefits Virginia offers to the motor carrier industry
- Updating work statuses to assist in tracking and managing work while ensuring quality service for all customers
- Performing work associated with customer assessments, refunds, problem applications and tax returns, apportioned registration, and accounting for and reconciling funds processed
- Application management for document retrieval by work preparation, scanning and indexing

The Virginia Department of Motor Vehicles (DMV), headquartered in Richmond,

Virginia, serves approximately 6.2 million licensed drivers and ID card holders with over 8.4 million registered vehicles. In addition, DMV serves many businesses, including dealers, fuel tax customers, rental companies, driving schools, other state agencies, local governments, and non-profit organizations. DMV operates upon five fundamental core values: Trustworthiness, Respect, Accountability, Integrity, and Teamwork (TRAIT). We don't just talk about our core values. We live them!

Minimum Qualifications

- Ability to interpret, apply, and articulate tax law, rules, regulations, policies, and procedures
- Possesses some or can quickly develop a comprehensive knowledge of federal and state laws and regulations pertaining to the licensing, tax, and operational requirements of motor carriers and interpret and apply this information to motor carrier customers
- Experience analyzing and interpreting IFTA tax returns, documents, and reports
- Strong oral and written communication skills; communicating in a courteous, professional, and tactful manner
- Experience working cooperatively with others in a team environment
- Strong typing skills, use of a personal computer, and automated information systems
- Must possess a strong customer focus
- Experience adapting to changing work demands and environments
- Strong working knowledge of accounting principles and practices and demonstrated ability to apply mathematical concepts to calculate and verify tax computations
- Experience managing multiple assignments simultaneously and working under pressure during peak workload periods
- Must be able to work Monday-Saturday with varying hours to meet agency business needs

Preferred Qualifications

- Knowledge in the IFTA program
- Knowledge in the IRP program
- Knowledge in the PRISM program
- Knowledge in Commercial Motor Vehicles

Special Instructions

You will be provided a confirmation of receipt when your application and/or résumé is submitted successfully. Please refer to "Your Application" in your account to check the status of your application for this position.

Selected candidate(s) must complete the I-9 Employment Eligibility Verification Form. DMV participates in E-Verify.

All applicants for employment must consent to a driver's history and criminal background check. A fingerprint-based criminal history check will be required on the selected applicant(s).

Submission of an online application is required. DMV does not accept applications, resumes, cover letters, etc., in any other format. When applying for jobs, please ensure your online application or resume is complete with duties and skills associated with your work experience and years of experience to properly assess your skills in the screening process. Candidates are evaluated based on information provided in the application materials. Missing information cannot be assumed.

Contact Information

Name: DMV Employment

Phone: (804) 367-0528

Email: employment@dmv.virginia.gov

In support of the Commonwealth's commitment to inclusion, we are encouraging individuals with disabilities to apply through the Commonwealth Alternative Hiring Process. To be considered for this opportunity, applicants will need to provide their Certificate of Disability (COD) provided by a Vocational Rehabilitation Counselor within the Department for Aging & Rehabilitative Services (DARS), or the Department for the Blind & Vision Impaired (DBVI). Veterans are encouraged to answer Veteran status questions and submit their disability documentation, if applicable, to DARS/DBVI to get their Certificate of Disability. If you need to get a Certificate of Disability, use this link: [Career Pathways](#) for Individuals with Disabilities, or call DARS at 800-552-5019, or DBVI at 800-622-2155.