

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: License & Permit Technician 1 & 2 **Position Number:** 22077, 22130, 22131, 22015, 22062, 22004, 22057, 22033 ,22014, 22080, 22085, 22128

Location: Helena **Department:** Transportation

Division and Bureau: Motor Carrier Services/Commercial Vehicle Operations Bureau

Section and Unit: License & Permit Section

Job Overview:

This position completes and ensures, standard, professional assignments based on multiple licensing and permitting requirements. This position analyzes licensing and permitting issues based on data and information from multiple sources to include customers, peers, management and others.

This position also manages 200-250 motor carrier accounts. This is completed by querying data from account holders, summarizing the data solicited and received, and from this data must determine if the account holder has provided adequate and correct information, to be properly fuel-permitted, licensed, and registered for multiple types of commercial vehicles, and to be issued the proper size and weight permits.

This position completes licensing, registration, and permitting processes based on questioning of the account holders, interpretation of this data and the account holder's various circumstances, and evaluates the data in relation to the licensing, registration, and permitting requirements. The position reports to the Licensing & Permitting Section Supervisor.

Essential Functions (Major Duties or Responsibilities):

License and Permit Tech I

Issuing New Account or Renewal Credentials

85%

- Examines information on applications to verify completeness and accuracy and determine whether applicants are qualified to obtain desired licenses.

- Analyzes and recommends for approval new accounts for the International Registration Plan, International Fuel Tax Agreement, Special Fuel User License and Unified Carrier Registration to ensure applications comply with each agreement.
- This position creates, modifies, and maintains database accounts for customers requiring IRP, IFTA, and UCR accounts.
- Ensures standard principles, practices, rules, procedures, and methods of licensing are followed.
- Prepares correspondence to inform concerned parties of licensing decisions and processes.
- Responsible for creating, retaining and updating computerized and hard-copy account files for all licensing and registration activities incurred by the individual or motor carrier company.
- Maintains records of applications processed and license fees collected. These records are kept manually in a company file and electronically through the various ePART systems.
- Issues licenses and registration to individuals and companies of the trucking industry who meet the requirements for IRP, IFTA, and UCR, through the mail, e-mail, fax machines and in person.
- Renews existing customers' IRP, IFTA credentials and UCR annually by receiving, researching, gathering and verifying application information for the renewal period, summarizing information, drawing conclusions from the data, and processing the information for the licensing year.

Accounting Duties:

10%

- Complies with MDT's Administration Division and Department of Administration requirements for proper financial deposits as per 17-6-105 MCA by ensuring timely transmittal of monies received. This position collects and routes monies from fees for licensing transactions received at the Helena MCS Office. Ensures MCS receives payment from a customer which is delivered to the Collection Section of MDT's Administration Division so the payment can be posted to the account to allow credentials to be issued.
- Ensures accurate/appropriate fees are charged based on customer's transactions.

General Administrative Duties:

5%

- Performs routine data entry and other office support activities including creating, sorting, photocopying, distributing, and filing documents; greet customers; answers phone; prepare mailings (renewals, etc.)

License and Permit Tech II

Remains current and practiced in all duties of the L&P Tech Level I. Plus the following:

Issuing Permits

85%

- Ensures standard principles, practices, rules, procedures, and methods of permitting are followed.
- Issues permits to individuals and companies of the trucking industry who exceed the statutory size and weight limits and meet the requirements based on weight allowances for individual axle groupings and legal weight allowances.
- Examines information received by carriers to verify completeness and accuracy to determine whether applicants are qualified to obtain desired permits. For permitting, this position will verify that the OS/OW requests have complete routes, and all the dimensions, axle configurations and weights are provided.

- Ensures accurate and appropriate charges are completed based on customer's transactions.
- Applies standard problem-solving methods to resolve issues.
- Provides technical assistance to the trucking industry and Enforcement Officers, MCS Division Bureau personnel, MDT staff, and other agencies about proper and equitable licensing and permit or registration requirements for operation in multiple North American jurisdictions.
- Collects and researches documents for refunds of permit and GVW fees when proof of overpayment is evident.

Accounting Duties

10%

- Complies with MDT's Administration Division and Department of Administration requirements for proper financial deposits as per 17-6-105 MCA by ensuring timely transmittal of monies received. This position collects and routes monies from fees for licensing and permitting transactions received at the Helena MCS Office. Ensures MCS receives payment from a customer which is delivered to the Collection Section of MDT's Administration Division so the payment can be posted to the account to allow credentials to be issued.
- Ensures accurate/appropriate charges are completed based on customer's transactions.
- Applies standard problem-solving methods to resolve issues. For example: Researches account balances for IRP and IFTA accounts

General Administrative Duties

5%

- Performs routine data entry and other office support activities including creating, sorting, photocopying, distributing, and filing documents; greet customers; answers phone; prepare mailings (renewals, etc.)

Supervision

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

PHYSICAL

- Lift, squat, bend, reach and carry light items (less than 10 lbs., papers, books, forms) within a normal office environment.
- Remain seated for extended periods of time with tightly structured and scheduled breaks and lunches.

MENTAL

- Professional knowledge of personal computer operations.
- Professionally provides instructions, explain complex issues and defend decisions in writing, in person and over the phone.
- Works directly with the public in emotional, highly charged and occasionally hostile circumstances, both in person and over the phone.

- Manages and successfully completes multiple tasks simultaneously and meets inflexible deadlines.
- Makes decisions impacting the safety of the traveling public, the livelihood of commercial motor carriers, local government and Department of Transportation “field personnel”.
- Researching files and documentation, this may be done to identify an error that had occurred either by the ePART system or by one of the positions.

Knowledge, Skills and Abilities (Behaviors):

KNOWLEDGE:

Extensive knowledge of Montana and Federal commercial motor carrier law and regulation including, but not limited to Titles 15, 61, and 69 of the Montana Codes Annotated (MCA), Title 44 of the Code of Federal Regulations (CFR), and the Administrative Rules of Montana (ARM), Title 18, Chapter 8. Extensive knowledge of personal computer operations. Extensive knowledge of the State of Montana’s highway system, geography, county jurisdictions and highway connectivity with other states and Canadian provinces. Extensive knowledge of State of Montana and Department of Transportation software applications, accounting procedures, human resource policies and personal computer usage policies. Extensive knowledge of commercial motor carrier operations.

SKILLS:

Successfully processes all licensing practices and procedures using professional coordination, instruction, and documentation skills. Skillfully manages highly charged, time sensitive and sometimes hostile licensing-related interactions with the commercial motor carrier industry, local government officials and other jurisdictional officials. Operates State of Montana and “specialty” vendor-developed software in the accomplishment of critical LPB activities. Applies general commercial motor carrier law and regulation to specific and “real world” situations; identifies, explains, interprets and defends complex and contradictory commercial motor carrier law and regulation under highly charged and sometimes hostile circumstances. Identifies issues of potential importance or liability and documents them to safeguard MDT against litigation, adverse publicity, and loss of Federal construction funding.

Minimum Qualifications (Education and Experience):

High school diploma or equivalent.

Experience in a field directly involving motor vehicle permitting and licensing is preferred. A minimum of one (1) year experience in an occupation which requires communication skills and direct customer service is also required. The position may involve occasional travel to attend or provide training and other presentations. The position is typically required to answer the phone and receive visitors for the agency between the hours of 8am to 5pm, Monday through Friday, with occasional evening work to meet special demands.

Any licensing or permitting experience; business, accounting, bookkeeping, or administrative experience which also requires public contact and customer assistance deemed acceptable to the selection committee may substitute for experience requirements on a year-for-year basis.

Special Requirements:

List any other special required information for this position

☐

Fingerprint check

☐

Valid driver's license

☐

Background check

☐

Other; Describe

☒

Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

License & Permit Tech I

Job Code Title: License Permit Technician **Job Code Number:** Q43031 **Level:** 1

License & Permit Tech II

Job Code Title: License Permit Technician **Job Code Number:** Q43032 **Level:** 2

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☐ Telework Available

☒ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Angela Murolo

HR Specialist

02/13/19

Signature

Title

Date