

**CAREER PATH DEVELOPMENT PLAN
FOR
BOAT TITLING CLERKS**

GENERAL DESCRIPTION OF DUTIES:

Performs all duties relating to the proper operation of the titling and registration of water craft and outboard motors.

CAREER PATH:

Progression through the Boat Titling Career Path involves three (3) tiers:

Tier One: Entry level

Tier Two: minimum of 18 months job time in Tier one (7-10%)

Tier Three: minimum of 12 months job time in Tier two (5%)

ADDITIONAL DUTIES JUSTIFICATION:

The Additional Duties increases for Boat Titling clerks is based on extensive review of the Administrative Services Division Deputy Director, Boat Titling Administrative Coordinators and the Human Resources Director.

The Boat Titling certification denotes the attainment of a high level of training, actual work experience, and professionalism to represent the Department with processing situations for all boat titling and registration types.

BOAT TITLING/REGISTRATION CLERK TIER ONE

TIER ONE REQUIREMENTS:

A high school diploma and twelve (12) months job experience. Knowledge of computer and principles of accounting. Ability to data enter 150 transactions per day with less than 3% error rate. Ability to open 50 new boat number or transfer transactions per day with less than 3% error rate. Must be able to direct the boating public as to the proper procedures for boat registration both on the phone and at the public service window. Completion of at least one (1) customer service class set up and approved by DNR HRM office. Maintain an effective working relationship with employees and supervisors and the ability to communicate effectively.

EXPERIENCE REQUIREMENTS:

1. Boat Registration/Titling - Procedures to process transfers, new registrations from dealers, registrations coming from other states, homemade boats, boats that have been previously exempted from registration, renewals, duplicate titles, cards and decals on watercraft and outboard motors.
2. Accounting - Must be able to calculate sales tax and do computations (addition, subtraction, multiplication and division).
3. Customer service - Working window, answering the phone and completion of customer service class.
4. Data entry/typing - 150 transactions per day with 3% error rate
5. Equipment - Must be able to operate: officer computers, forms/laser printers, copier, fax machine, microfilm reader and calculator.

REQUIRED TRAINING: Employee must have completed one customer service class. Must have been trained to answer public service phone and work public service window. Must have an acceptable error rate (3% or less) and meet data entry and processing requirements shown above.

MINIMUM TIME IN POSITION:

Twelve (12) months time in position in this tier in order to move to the next tier.

BOAT TITLING/REGISTRATION CLERK TIER TWO

ENTRY LEVEL REQUIREMENTS:

Eighteen (18) months job experience. Considerable knowledge of computer and principles of accounting and boat titling/registration statutes. Ability to effectively research boating records. Ability to data enter 150 transactions per day with less than 3% error rate. Ability to open 75 new boat numbers or transfers per day with less than 3% error rate. Maintain an effective working relationship with employees and the ability to communicate effectively.

EXPERIENCE REQUIREMENTS:

1. Boat Registration/Titling - Procedures to completely process transfers, new registrations from dealers, registrations coming from another state or country, homemade boats, boats that have been previously exempted from registration, renewals, duplicate titles, cards and decals on watercraft and outboard motors.
2. Accounting - Must be able to calculate sales tax and do computations (addition, subtraction, multiplication and division).
3. Customer service - Working window, answering the phone and completion of customer service class.
4. Data entry/typing - 150 transactions per day with 3% error rate
5. 18 months experience in Boat Titling & Registration area
6. **Knowledge of equipment** - Microfilm readers and camera, forms and laser printers, personal computers, shredder, Infoseal, and Burroughs S4000.
7. **Research** - Title searches, lienholder information and boat and motor history
8. **Boat titling /registration statutes** - S.C. Code of Laws Sections 50-21 and 50-23 and Federal requirements
9. **Casual Tax** - Use tax and casual tax requirement
10. **Other States Requirements** - Know which states title and procedures and know procedures for the states that only issue registration.

REQUIRED TRAINING:

OJT required. Customer Service courses taken as availability and scheduling permit.

MINIMUM TIME IN POSITION:

Eighteen (18) months in position at this tier in order to move to the next tier.

BOAT TITLING/REGISTRATION CLERK TIER THREE

ENTRY LEVEL REQUIREMENTS:

A minimum of eighteen (18) months experience in T&R Tier II. Extensive knowledge of computer/office equipment, casual sales tax, boat titling/registration statutes and principles of accounting. Extensive knowledge of all registration/titling requirements including estate and previously documented registrations. Ability to effectively research records and recognize incorrect hull ID and motor serial numbers. Ability to train new employees in areas of boat titling/registration, registration statutes and casual tax procedures. Ability to handle customer inquiries and complaints in a professional manner. Ability to data enter 175 boating transactions per day with 3% or less error rate. Ability to process at least 75 new boat numbers or transfer transactions per day with 3% or less error rate. Maintain an effective working relationship with employees and supervisors and the ability to communicate effectively.

EXPERIENCE REQUIREMENTS:

1. Boat Registration/Titling - Procedures to completely process transfers, new registrations from dealers, **estate transfers, previously documented registrations, repossessed registrations**, and registrations coming from another state or country, homemade boats, boats that have been previously exempted from registration, renewals, duplicate titles, cards and decals on watercraft and outboard motors.
2. Accounting - Must be able to calculate sales tax and do computations (addition, subtraction, multiplication and division).
3. Customer service - Working window, answering the phone and completion of customer service class.
4. Data entry/typing - 175 transactions per day with 3% error rate
5. 18 months experience in Boat Titling & Registration area
6. Knowledge of equipment - Microfilm readers and camera, forms and laser printers, personal computers, shredder, Infoseal, Burroughs S4000
7. Research - Title searches, lienholder information and boat and motor history
8. Boat titling /registration statutes - S.C. Code of Laws Sections 50-21 and 50-23 and Federal requirements
9. Casual Tax - Use tax and casual tax requirement
10. Other States Requirements - Know which states title and procedures and know procedures for the states that only issue registration.
11. **Training Ability** - Correctly train new employees in areas of boat registration/titling, computations, sales tax, statutes, etc.
12. **Problem solving** - Knowledge of correct formats for boat and motor hull and serial numbers, ability to trace boat/motor history to correct processing errors, and ability to handle customer

inquires and complaints in an acceptable manner,

REQUIRED TRAINING:

OJT and the ability to train newer employees. Customer service courses and courses on teamwork as availability and scheduling allow.

MINIMUM TIME IN POSITION:

N/A