

TITLE & REGISTRATION COORDINATOR- MVD

POSITION SUMMARY

The -Title & Registration Coordinator provides day-to-day operational coordination and advanced technical support within the Motor Vehicle Department branch office. This position serves as a subject-matter expert in title and registration functions, assists with workflow coordination, and supports consistent, high-quality customer service. The Coordinator does not have formal supervisory authority but provides work guidance and technical assistance to staff. This position will report directly to the Deputy City Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Attend required NDDOT trainings and meetings and share relevant updates with staff.
- Coordinate and track completion of required NDDOT and City trainings; notify the Deputy City Administrator of compliance gaps.
- ~~. Develop job descriptions, performance indicators, and training plans.~~
- ~~Conduct performance reviews and take corrective action as needed.~~
- Promote courteous, professional, and consistent customer service standards and guide staff to support a team-oriented environment.
- Accept, reconcile and balance daily cash drawers; prepare deposits in accordance with City and NDDOT requirements.
- Assist with coordinating daily work assignments and coverage to support efficient customer service delivery..
- Monitor daily workflow to support established processing accuracy targets and backlog timelines.
- Handle escalated customer issues, including emotionally charged situations, and refer higher-risk or policy-related matters to Deputy City Administrator.
- Serve as the primary technical resource for motor vehicle title and registration processes, ensuring compliance with North Dakota Department of Transportation (NDDOT) requirements, , ND Century Code, and applicable federal regulations.
- Guide staff in resolving complex or unusual customer service cases.
- Order, verify, secure, and audit inventory within the LEGEND system.
- Monitor status changes (e.g., missing, invalid, expired) and ensure proper reconciliation and return of expired materials..
- ~~Maintain ADA and Title VI compliance.~~ Support ADA and Title VI compliance by identifying issues and promptly escalating concerns.
- Review, correct and follow up on documentation errors according to established timelines.
- Ensure timely scanning, record keeping and documentation in accordance with NDDOT retention schedule.
- Maintain confidentiality and integrity of public records and sensitive materials.
- Perform other responsibilities as assigned.

Knowledge, Skills, and Abilities:

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- Thorough knowledge of North Dakota motor vehicle titling and registration laws, rules and procedures.
- Working knowledge of applicable federal and state regulations affecting motor vehicle operations.
- Familiarity with ADA, Title VI, and related civil rights requirements as they apply to customer service operations.
- Proficiency in recordkeeping standards and retention schedules.
- Strong customer service skills with the ability to manage difficult or sensitive situations professionally.
- Ability to provide work guidance, technical instruction, and peer mentoring without formal supervisory authority.
- Excellent verbal and written communication skills, including the ability to explain complex regulations to staff and the public.
- Effective problem-solving and conflict-resolution abilities, especially in high-pressure or emotionally charged situations.
- Strong organizational skills and attention to detail for managing workflows, inventory, and documentation.
- Proficiency in Microsoft Office Suite and proprietary systems such as LEGEND.
- Ability to maintain composure and professionalism while handling escalated or sensitive situations.
- Ability to analyze data and performance metrics and identify process improvements.
- Ability to ensure confidentiality and integrity in handling public records and secure inventory.
- Provide excellent organizational skills in keeping the Branch Office organized, clean and presentable for public use.

QUALIFICATIONS

Education and Experience:

- High School Diploma or General Equivalency Diploma.
- Minimum 3 years of experience in motor vehicle titling and registration or customer service work.
- Prior experience in a lead, senior, or coordinator role preferred.

Special Requirements:

- Valid Driver's License

ENVIRONMENT

- Positions in this class typically require: sitting, standing, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.
- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or

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standing in one location much of the time. Some stooping, lifting of objects of light weight may be required.

- Work related travel is minimal.

Classification: Grade -13 (G 13)

FLSA: Non-Exempt

Created: 4/29/25 by CA Dassinger, HR Nameniuk,
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