



Position Description

Position Description: Title Clerk

Job Code: *TBD*

Salary Grade: *TBD*

Department: General Office

Reports to: Office Manager

FLSA Status: Non-Exempt

Date: March 2021

Summary: Responsible for the billing of auction automobile deals and all dealer titles.

Duties and Responsibilities:

1. Greets customers in a professional and timely manner.
2. Verifies amount for payment and corresponds with floor plan financing companies; forwards any issues regarding payments to supervisor.
3. Arranges for transfer of titles and liens and other appropriate motor vehicle paperwork with the Bureau of Motor Vehicles according to BMV regulations.
4. Assists with reviewing dealer invoices for accuracy; research and respond to dealer inquiries as needed.
5. Assists with accounts receivable and preparing accounts payable checks on computer and mail with the appropriate documentation.
6. Reports any problems or discrepancies to the supervisor.
7. Performs other related duties as assigned.

Knowledge, Skills, and Abilities Required at Time of Hire:

1. Exceptional verbal and written communication skills; ability to express information clearly.
2. Conducts work in a timely manner, with the ability to prioritize; reduces inefficiencies and enhances effectiveness.
3. Ability to work independently as well as in a group setting.
4. Ability to troubleshoot problems, evaluate options and implement solutions.
5. Ability to analyze information and make effective decisions.
6. Dedicated to providing exceptional customer service; answers phone and interacts with people in a professional manner and uses good etiquette; searches for ways to improve service and sales.
7. Conflict resolution skills.
8. To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, and ASI database system.
9. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
10. Ability to handle constructive feedback and implement an appropriate action plan.

Certificates and Licenses:

A Valid driver license is required of every Akron Auto Auction employee

Public Notary license

Education Experience:

High School Diploma or general education degree (GED) along with one to two years of related experience or training; or equivalent combination of education and experience.

Job Context:

1. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear.
3. Occasionally lifts up to 15 pounds.
4. The noise level in the work environment is usually moderate.
5. This position is performed in an office setting, five days a week with typical work hours being 8:30 AM through 5:00 PM.

Performance Indicators:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acceptance of Responsibility:

I, _____ have reviewed the above job description and fully understand the conditions set forth therein, and as employed as the _____,

I will perform these duties to the best of my knowledge and abilities.

Employee Signature

Date