

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 Levels I, II, III

Position Numbers: 22077, 22130, 22131, 22015, 22004, 22057, 22033, 22014, 22139, 22085, 22128

Location: Helena Department: Transportation

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

Section and Unit: License & Permit Section

Job Overview:

The License & Permit Technician position is responsible for various licensing and permitting processes. Responsible for conducting permit research; license and permit account management; and technical support to the public. Ensures data collected from the account holder is accurate and meets registration and permitting requirements. May manage up to 200-250 motor carrier accounts. These positions report to the Licensing & Permitting Section Supervisor and are part of a career ladder. It is required that employees will move through the career ladder process to reach level III and be able to complete both license and permitting tasks.

Essential Functions (Major Duties or Responsibilities):

License & Permit Tech I

Level I – Duties are related to Permitting.

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. 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.
- Provides technical assistance to the trucking industry and Enforcement Officers, MCS Division Bureau personnel, MDT staff, and other agencies.

- Collects and researches documents for refunds of permit and GVW fees when proof of overpayment is evident.

License & Permit Tech II

Level II – Duties are related to licensing. Remains current and practiced in all permitting duties of the L&P Tech Level I.

Issuing New Accounts or Renewal Credentials – Licensing 85%

- Ensures standard principles, practices, rules, procedures, and methods of licensing are followed.
- 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.
- Creates, modifies, and maintains database accounts for customers requiring IRP, IFTA, and UCR accounts.
- 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.
- 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.
- Provides technical assistance to the trucking industry and Enforcement Officers, MCS Division Bureau personnel, MDT staff, and other agencies.

License & Permit Tech III

Level III – Both permitting and licensing duties are completed.

Licensing and Permit Research, Account Management, and Program Support 85%

- Examines, identifies, and resolves account issues related to conflicting information for licensing and permitting accounts from multiple sources. Assesses the information to determine quality and accuracy and ensure proper account record maintenance. Communicates with the customer why their account cannot be created or renewed due to compliance issues.
- Responsible for ensuring compliance with MCA, ARM, IRP plan IFTA agreements, UCR agreement and the IRS Heavy Vehicle Use Tax requirement. Follow up with the customer to provide the information.
- Evaluates permitting information that is received to determine if a Superload application is required. Evaluates and processes Superload applications which involves analyzing the application information which includes the drawing of the axle configuration and weights, insurance and bond information; conducts route, size, and weight analysis; ensures requirements of the environmental checklist are met; prepares summary of application; routes application to appropriate MDT Divisions/Districts and local government entities for their review and approval or denial and

indications of any additional restrictions that may apply to their area(s). Completes final approval for permit issuance.

- Conducts analysis of the axle and weight configuration to determine which travel restrictions may apply. Refers to MDT's Bridge Bureau if DW-21 conditions are exceeded and a route analysis is necessary.
- Complete Vehicle Weight Analysis by analyzing customer-provided information on axle spacing's, weights and configurations. Calculate outside weight parameters for loads of particular size and weight configurations. Enter appropriate information into the weight analysis section of the Permitting System.
- Researches and documents account information on the License and Permit Systems to include accounts for IFTA, IRP and permits. Accessing a variety of systems, assesses available information to investigate data, chronology, timelines and other compliance criteria using various other state and federal systems, rules and regulations.
- Audit self-issuing permits for accuracy and compliance. Calculate excess axle weight fees, whether route information is completed and/or additional permits are required. Identify components required for full compliance and generates correspondence regarding the non-compliance. Works with company to correct issues.
- Researches account information to ensure payments have been properly credited to accounts. Research incorrect payment postings and where it should be posted. Determine why the mistake was made.
- Ensures account management is conducted by identifying account problems which require account mergers through research and analysis. Record, document and report system errors to the appropriate MCS manager.
- Responsible for creating, preserving and updating electronic and manual motor carrier industry account files for all licensing, registration and permitting activities incurred by the individual motor carrier.
- Provides technical assistance to the trucking industry and Enforcement Officers, MCS Division Bureau personnel, MDT staff, and other agencies.
- Mentors, assists in training, and provides technical guidance for License & Permit Technician I and II.

Accounting Duties 10%

Expected to be performed at all levels of the career ladder.

- 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. Collects and routes monies from fees for permitting and licensing transactions (as applicable depending on the level). 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.
- Research account balances for IRP and IFTA accounts.

Other Duties 5%

Performs a variety of other duties as assigned by the Supervisor, Bureau Chief, and Administrator in support of the department mission and bureau objectives. Performs routine data entry and other office support activities including creating, sorting, photocopying, distributing, and filing documents; greet customers; answers phone; prepare mailings; and other duties as assigned.

Supervision

The number of employees supervised is: 0

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

Physical and Environmental Demands:

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

Knowledge, Skills and Abilities (Behaviors):

KNOWLEDGE:

Knowledge of Montana and Federal commercial motor carrier law and regulation including 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. Knowledge of the State of Montana's highway system, geography, county jurisdictions and highway connectivity with other states and Canadian provinces. Knowledge of State of Montana and Department of Transportation software applications, accounting procedures, human resource policies and personal computer usage policies. Knowledge of commercial motor carrier operations.

SKILLS:

Successfully processes all licensing and permitting procedures using professional coordination, instruction, and documentation skills. Skillfully manages highly charged, time sensitive and sometimes hostile licensing/permitting related interactions with the commercial motor carrier industry, local government officials and other jurisdictional officials. Applies general commercial motor carrier law and regulation to specific situations; identifies, explains, interprets and defends complex and contradictory commercial motor carrier law and regulation. Identifies issues of potential importance or liability and documents them to safeguard MDT against litigation, adverse publicity, and loss of Federal construction funding.

ABILITIES:

Ability to operate personal computer and all required software. Ability to communicate effectively in writing and verbally. Ability to manage and successfully complete multiple tasks simultaneously and meet inflexible deadlines. Ability to make decisions that impact the safety of the traveling public, the livelihood of commercial motor carriers, local government and MDT employees.

Minimum Qualifications (Education and Experience):

License & Permit Tech I

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to a high school diploma or equivalent.

License & Permit Tech I: This position requires a minimum of one (1) year experience in an occupation which requires communication skills and direct customer service. Experience in motor vehicle permitting or licensing is preferred.

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

License & Permit Tech II & III: No additional experience is required. Must be proficient in level I work.

Special Requirements:

List any other special required information for this position

- Fingerprint check
- Background check
- MFPE Union Code
- Valid driver's license
- Other; Describe
- 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, III

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:

- | | |
|---|--|
| <input type="checkbox"/> FLSA Exempt | <input checked="" type="checkbox"/> FLSA Non-Exempt |
| <input type="checkbox"/> Telework Available | <input checked="" type="checkbox"/> Telework Not Available |
| <input checked="" type="checkbox"/> Classification Complete | <input type="checkbox"/> Organizational Chart attached |

Human Resources:

Signature	Title	Date
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