



DDI Technology

Open Position

Job Title: Title and QA Clerk

Reports To: Title Center Manager

Department: Title and Registration

FLSA Status: Non-Exempt

Location: Indianapolis, IN

Hiring Range: \$11 - \$14 per hour

SUMMARY: The Title and QA Clerk is responsible for the intake/output of documents received from DDI customers as well as DMV offices. He/she is accountable for working in a team environment to ensure professional and efficient customer service.

ESSENTIAL FUNCTIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without special accommodations.

BENEFITS: Benefits offered include: Medical, Dental, Life, Vision, Short Term Disability, Long Term Disability, Critical Illness/Cancer policy and a 401K.

HOURS: Full-time, Monday – Friday, 40 hours per week

Position Responsibilities:

- Accurately records incoming titles and documents daily according to established procedures.
- Reviews all documents received to ensure that they are acceptable according to applicable state and DMV requirements and that all forms are accurately completed, signed, and notarized.
- Approve/reject transactions based on state and DMV requirements.
- Documents all reasons for rejections in a clear and concise manner.
- Adhere to checklist for review of documents and records results.
- Responds to QA Pending list within designated SLAs, seeking assistance from the Title & Registration Manager or the Titling & Operations Director; documents requests and resolution in the Activity History of DDIs software program.
- Prepares any necessary documents required for titling and registration including signatures under POA.
- Troubleshoots problems and determine correct resolution to specific titles, odometer discrepancies and power of attorney, and performs title history checks as required.
- Professionally and courteously interacts with state/county offices to provide information in response to inquiries pertaining to the Title Center customers.
- Responds to Title Center customer requests, concerns and problems and ensures an immediate response and follow-through until issue is resolved, seeking assistance from Title Center Manager as required; documents requests and resolutions in the Activity History section of DDIs software program.
- Other related duties as assigned by management.

Supervisory Responsibilities: None

COMPETENCIES/KNOWLEDGE/SKILLS/ABILITIES:

The requirements listed below are representative of the competencies, knowledge, skills, and/or abilities required to successfully perform the job.

- *Education and/or experience* – A High School Diploma and at least 1 year of customer service experience; proficiency in software business applications including, but not limited to Microsoft Office.
- *Interpersonal skills*- Strong interpersonal skills.
- *Problem solving and analytical skills:* The ability to address problems in a wide range of situations and seek solutions in a fair and consistent manner.
- *Communication skills* – Excellent written and oral communication skills; writes clearly and reads and interprets written information; presents numerical data effectively; speaks clearly and listens and gets clarification.
- *Teamwork* - Balances team and individual responsibilities and contributes to building a positive team spirit.
- *Ethics* - Treats people with respect; works with integrity and ethically and upholds organizational values.
- *Planning/organizing skills* - Prioritizes and plans work activities and uses time efficiently.
- *Safety, security and quality* - Observes safety and security procedures and uses equipment and materials properly; monitors own work to ensure quality and demonstrates accuracy and thoughtfulness.
- *Attendance/punctuality/dependability* - Consistently at work and on time; follows instructions and responds to management direction taking responsibility for own actions.

PHYSICAL DEMANDS and WORK ENVIRONMENT:

The *physical demands* described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands of the position include close vision, distance vision, and ability to adjust focus; the ability to verbally communicate; use hands for typical office duties. Lifting requirements are minimal.

The *work environment* characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a typical office setting. The noise level in the work environment is usually quiet. A minimal amount of travel may be required.

To apply for this position, please submit your resume and DDI Job Application to the Human Resource Department: P.O. Box 2078 Lexington, SC 29071 / humanresources@dditechnology.com

Position Posted: 7/15/19