**Division:** CarBucks **Department:** Support Services

**Job Title:** Vault Clerk I **Reports to:** Director of Office Support

**Position Type:** Hourly **FLSA Status:** Non-Exempt

## primary function:

Successfully complete administrative duties/projects that support the organization, including filing automotive titles, maintaining records, and managing key security tasks that protect the collateral position of the organization. Work with a high attention to detail and accuracy. Ensure effective and efficient workflow between internal and external clients and provide excellent customer service.

## General Duties:

* Compile, sort, and file and block ticket/automobile title records, as well as perform other elements of automobile title management as required.
* Manage the filing process, including receiving, sorting and verifying inbound block tickets and cross-referencing the accuracy of VIN numbers and dealer/purchaser information.
* Perform duties in a fast-paced environment, completing work tasks with accuracy. Ability to cycle through work batches on a bi-hourly, hourly, and weekly basis.
* Pull and deliver titles. Determine appropriate delivery method (FedEx, US Mail) and verify the accuracy of delivery instructions and contact information.
* Maintain and update title filing, inventory, and database systems, either manually or using the computer.
* Prepare various reports that involve gathering data, summarizing information, and compiling into appropriate formats. Compute, record, and proofread report data.
  + Prepare and utilize computerized tracking and reporting tools (i.e. Excel spreadsheets) to manage documentation. Review reports daily/weekly to initiate actions for Title File Listing, Pull lists, etc.
* Responsible for maintaining security and compliance controls. Adhere to all operational, security, and risk policies and procedures.
  + Perform weekly audits of dealer folders to verify accuracy and consistency of information, cross-referencing VIN numbers, make/model, dealer/auction information, and block ticket to a title.
  + Safeguard all collateral assets and transactions by ensuring that operations are conducted in secure manners that protect the operational integrity and meet compliance.
  + Participate in records maintenance activities and audits in accordance with organizational policies and procedures in order to manage operational risks and identify areas for improvement.
* Research and resolve any discrepancies.
* Develop strong relationships with internal business units, dealer customers, auctions, other financial institutions, and industry connections. Manage relationships to ensure efficiencies. Work cross-functionally to resolve issues and source information.
* Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
* Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
* Answer incoming office phone calls. Exercise diplomacy and good communication skill in receiving telephone inquiries.
* Field customer/dealer/auction inquiries through phone and email. Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
  + Review files, records, and other documents to obtain information to respond to requests. Supply information that requires knowledge of functional organization and procedures. Serve as an information resource regarding critical policies and procedures.
  + Ability to discern the proper channels for addressing issues/concerns.
  + Accurately identify needs through meaningful conversations and promote solutions with minimal supervision. Escalate complex inquiries to management.
  + Provide a thorough, timely, and accurate responses.
  + Passionately contribute to a customer-focused environment and consistently surpass customer expectations. Commit to delivering the best of customer experiences with each customer interaction.
  + Occasional need to diffuse customer grievances and present corrective actions to salvage a damaged customer relationship, such as communicating with auctions regarding denied units.
    - Present excellent customer grievance management skills. Communicate clearly, concisely and in a non-confrontational manner. Exhibit professionalism and respect to dealers when negotiating a resolution.
    - Determine when necessary to escalate inquiry to Vault Clerk II or management
* Enhance productivity and demonstrate advanced proficiency by adapting to new technology and acquiring new technical skills through training. Pursue ongoing education to stay abreast of changes and trends in the industry.
* Maintain a working knowledge of policies, basic title laws, and procedures. Stay abreast of changes in documentation standards and regulations.
* Recommend improvements in workflow and procedures as appropriate to Vault Clerk II.
* Work maintains a high attention to detail since it directly impacts the reputation and professional relationships and collateral position of the organization.
* Proactively tackle administrative duties with confidence, consistent accuracy, and minimal supervision and direction.
* Performs other office duties and special functions as delegated or requested by management.
* Work well with all members of the team.

## work experience requirements

* 1 years’ experience in an office environment and/or customer service.  Financial industry experience preferred.
* Bilingual Spanish/English skills preferred.
* Good Keyboarding skills.
* Must possess exceptional organizational skills, the ability to prioritize, be detail-oriented and take initiative.
* Ability to perform accurate work in a fast-paced environment.
* Thorough working knowledge of office practices and procedures.  Ability to operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
* Must be computer proficient with Microsoft application skills, including Excel.
* Ability to classify documents and file for future retrieval.
* Ability to maintain the highest level of confidentiality.
* Excellent listening and verbal and written communication skills and the ability to interact professionally in a collaborative environment with a diverse group of internal and external contacts.
* Ability to comprehend and adhere to operational controls, including compliance to all required policies and all Federal and State banking regulations, including compliance to the Bank Secrecy Act/Anti Money Laundering (BSA/AML) and Office of Foreign Asset Control (OFAC) and USA PATRIOT Act programs.

## education requirements

* High School Diploma

## Physical requirements

The physical demands described here 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.

* Primarily involves work of a general office nature; typically includes the operation of standard office equipment.
* The position is sedentary in nature with extended periods of sitting.
* The person in this position frequently communicates by phone, email, or in-person. Must be able to exchange accurate information in these situations, speak clearly, and read and understand information and ideas presented orally and in writing.
* Frequent use of repetitive hand and finger dexterity needed to operate a computer keyboard, mouse, copier, and office equipment.
* Must occasionally exert in excess of 20 pounds of force to lift and/or move objects.