

Vehicle/Vessel License Subagency-General Information

The Clallam County Auditor is seeking applicants who are interested in the operation of a vehicle/vessel license Subagency business to serve the greater Sequim area of Clallam County.

Nature of the Work: The Subagency will work under a contract with the Clallam County Auditor to provide a full range of services associated with the licensing of vehicles and vessels in Washington State. All licensing services provided at the County Auditor's office must be offered by the Subagency. Examples of those services include: issuing new registrations and license tabs, transferring titles, issuing disabled parking permits, preparing permits, issuing specialized plates and tabs, calculating fees, making deposits, maintaining a DOL checking account, and keeping records of associated fees; plus receiving and controlling all accountable inventory associated with licensing. The ability to establish electronic banking is essential. The subagent makes his/her profit by charging a set fee over and above the licensing fees. Currently those fees are \$5 per non-title transaction and \$12 per title transaction. Fees are set by the Legislature. Find the attached sheet which contains the historical statistics on the number of transactions handled in Sequim.

Location: The Subagency must be located within the City of Sequim in an area of easy access with phone and internet service. City zoning requirements for such a business must be met. It should have adequate parking for multiple vehicles, large trucks, and RV's. The proposed Subagency may be located inside of an existing business, or be a standalone business. Adequate office space must be provided for secure inventory storage, workspace for employees and computers, and have sufficient counter space for customers to complete transactions. The applicant need not provide a public restroom unless it is required by law for a co-existing business. The entrance, parking and counter space must meet ADA requirements with at least one work station being accessible by a wheelchair.

Staffing: The Subagent shall provide adequate staffing, in terms of numbers and training, to meet the public demands for services. An adequate, secure office space must be provided.

Equipment: The Subagent must equip the business with modern general office equipment (e.g. fax machine, computer with email, telephones, answering machines, calculators, cash drawers, etc.) in sufficient number to handle the volume of business transactions in a professional and secure manner. Licensing materials (plates, tabs, forms) are provided by the Department of Licensing (DOL). Networked computers for completing licensing transactions, printers and paper are provided by DOL based on the number of transactions. Sequim previously had two licensing workstations

Training: The County Auditor will provide training at the Courthouse to all staff of the Subagency. Training for inexperienced staff would be approximately 2 months. All staff will need to pass a test prior to being allowed to work on the vehicle field system without direct supervision, unless it is proven that staff is previously certified under VEH19. 10 hours of ongoing annual training is necessary to maintain certification. The owner of the Subagency will be responsible for all employee costs and wages during the training period. All staff will need to work towards certification and maintain certification. The Auditor may provide periodic trainings that require staff to attend. The subagent must provide adequate time for employees to maintain training, including email messages from DOL.

Desirable Qualifications: Persons with previous vehicle/vessel licensing experience are preferred. Business, management or supervisory skills are desirable. A customer service background plus good verbal and written communication skills would benefit an applicant.

Additional Information: Applicants need to be aware that they the Subagency is an extension of the Clallam County Auditor's office. This means that you will be held accountable to the Auditor for customer complaints, financial reporting, audits etc. The successful candidate will be expected to

maintain a professional relationship with the licensing staff of the Auditor's office and can expect the same in return. The following are additional points that must be considered when applying:

Background Check: The successful applicant will be subject to pass a background and drug test.

Dress Code: The Auditor's office maintains a business casual dress code. As a representative of the office and the Department of Licensing, the subagent should adhere to a similar dress code. Suggestive, tight clothing is not permitted, nor is any advertising or writing on clothing permitted.

Business Relationships: Maintaining good customer relations with the public, title companies and automobile dealers is essential to having a successful Subagency. It is also important the subagent and staff have good relationships with the staff of the Auditor's licensing department and DOL staff. The Subagency will be subject to periodic audits by DOL and the County Auditor. Those audits are to identify the strengths and weaknesses as well as to provide opportunity for improvements.

An application and written business plan must be submitted to the Clallam County Auditor no later than the close of business at 4:30 p.m. on July 27, 2012

Please submit to : Patty Rosand, Clallam County Auditor
 223 E. 4th St, Suite No. 1
 Port Angeles, WA 98362

Clallam County is an Equal Opportunity Employer.

If you have any questions concerning any aspects of the contract or Subagency, please feel free to call me at 360-417-2222 or licensing manager Lila Duncan at 360-417-2225.

Vehicle/Vessel Licensing Subagent Application

You can use this form to apply as a new subagent, change a subagent business name, subagent replacement, remove an appointee, or report an office move. Send completed form to **Vehicle and Vessel Operations, PO Box 9042, Olympia, WA 98507-9042.**

Application type:

- New subagent
- Change of subagent business name
- Replacement subagent
- Remove appointee(s)
- Office move

Subagency information

TYPE or PRINT Subagency licensed business name (as filed with Master License Services)			
Name business will do business as (if different from above)			
Address			
City	State	ZIP code	County
Mailing address, if different (Address, City, State, ZIP code)			
(Area code) Telephone number	(Area code) Fax number	Email	
Proposed business open date (mm/dd/yyyy)	Days and hours of operation Day(s) _____ Hours _____		
Business ownership structure (as provided through open competitive process)			
<input type="checkbox"/> Sole proprietor	<input type="checkbox"/> Association	<input type="checkbox"/> Partnership (define type) _____	
<input type="checkbox"/> Municipality	<input type="checkbox"/> Trust	<input type="checkbox"/> Corporation (define type) _____	
State where incorporated/formed _____		Year incorporated/formed _____	

Subagent applicants/appointees – List all names of applicants/appointees for this business as provided through the open competitive process. Attach additional pages if needed.

1 Name (Last, First, Middle)		Business title	
Address (Residence or mailing)		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
2 Name (Last, First, Middle)		Business title	
Address (Residence or mailing)		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
3 Name (Last, First, Middle)		Business title	
Address (Residence or mailing)		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
4 Name (Last, First, Middle)		Business title	
Address (Residence or mailing)		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		

Subagent applicants/appointees – continued

Applicant/ Appointee signatures

<p>X _____ Signature</p> <p>_____ Date</p> <p>X _____ Signature</p> <p>_____ Date</p>	<p>X _____ Signature</p> <p>_____ Date</p> <p>X _____ Signature</p> <p>_____ Date</p>
---	---

Answer the following

Have any of the applicants/appointees been convicted of a misdemeanor or felony within the past 7 years that might unfavorably affect their appointment as a subagent? Yes No

If yes, please explain:

County Auditor/Agent

- I am confident the applicant(s)/appointee(s) is able to and will perform all duties required of a vehicle/vessel license subagency, and if appointed, will be fully trained and meet banking, bonding, and insurance requirements included in the standard contract and applicable Department of Licensing (DOL) Policies and Procedures.
- This office will educate, train, and qualify the applicant as provided in the standard agent contract and DOL Policies and Procedures.
- I have reviewed and verified the information provided in this application is accurate.

X _____
County Auditor/Agent signature

Name of county _____

Department use only

Appointing authority approval/disapproval

Approve Disapprove

If disapproved, please explain: _____

X _____
Director signature

_____ Date

Subagent Business Plan Information

Your business plan should include, but is not limited to the following information:

- Proposed name of the Subagency
- Proposed location of Subagency
- Square footage of proposed location (drawings and or photographs of location encouraged)
- Availability of computer and telephone wiring in proposed location
- Parking availability at proposed location
- Availability of ADA ramps, parking, counters
- Proposed days and hours Subagency would be open to the public
- Proposed number of employees (if any)
- Security and secure storage of inventory
- Name of proposed bank and ability to have electronic transfer of funds
- Past business experience and references, licensing experience if any

Applicants will be interviewed and visit to proposed site location. Successful applicants will be subject to a background check and drug test.

The Department of Licensing provides Equal Opportunity when appointing Subagents. Women, minorities, aged and disabled persons are encouraged to apply.

Licensing Statistics for Sequim
Subagency

Year	2004	2005	2006	2007	2008	2009	2010	2011
Vehicle title	8364	8638	8649	9082	6931	6865	7036	6829
Vehicle non-title	16453	17520	18179	18675	17108	17524	18236	18902
Vessel title	349	346	318	318	300	302	348	315
Vessel non-title	739	482	791	817	738	737	1045	996
Total	25905	26986	27937	28892	25077	25428	26665	27042