



**DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT**

425-4621-001

ACTIVE

CURRENT
 PROPOSED

1. DIVISION Customer Services Division		2. REGION OR BRANCH Customer Information Branch	
3. REPORTING UNIT NAME Customer Information Services Section		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE Assistant Div. Chief/Program Manager		6. WORKING TITLE Command Center Program Manager	
7. POSITION NUMBER 425-4621-001		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT M01	10. WORK WEEK GROUP E	11. TENURE PERM	12. TIME BASE FT

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? Yes No
This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

14. CPC ANALYST APPROVA **C. Parks** **15. DATE APPROVED** **09/1/2022**

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the general direction of the Chief, in the Customer Information Branch, the Assistant Division Chief/Program Manager (ADC/PM) oversees the Customer Information Services Section and Communication Programs Division (CPD) Help Desk. The ADC/PM provides direction and supervision regarding Call Center projects, customer contact processes, technology, and training. The ADC/PM is responsible for maintaining cooperative and effective working relationships with all levels of staff, internal and external contacts, and other divisions impacted by multi-channel services. The ADC/PM is also responsible for maintaining a performance-oriented culture that results in exceptional customer experience as measured through internal performance metrics and external customer satisfaction.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

- 40% **(E)** Oversees complex proposals of new technology for the Contact Centers to develop, launch, execute, and continually improve an evolving customer support environment to improve customer satisfaction. Oversees the development of the Feasibility Study Reports (FSR), Budget Change Proposals (BCP), and Business Requirements Documents to obtain funding for statewide departmental telephone service improvements. Provides expert guidance to management staff concerning technological projects, processes, and solutions. Oversees the policy development, contracts, projects, and provides oversight of consultants and private contractors employed for the implementation of new technology in accordance with the departmental strategic plan, mission, vision, and goals. Evaluates and develops workload staffing budget methodologies. Oversees complex studies of current workload trends and identifies technological opportunities for the Contact Centers and provides process improvement strategies to improve performance. Will lead Command Center Team and will be charged with achieving Service Level targets under strict budgetary constraints.
- 30% **(E)** Sets policies and procedures regarding real-time monitoring of service levels and agent behavior, scheduling of customer service resources (phone, chat, and social media), call volume demand, forecasting, data, metrics, and reporting on all DMV phone activities. Creates staffing plans including budgeting, hiring, and training. Oversees acquisition and utilization of contact center technology, and the use of internal outsourcing and outsourcing of vendors. Develops appropriate Service Level Agreements for new and existing units under the Command Center control. Participates in organizational planning, policy, and procedural decision-making for the branch.
- 20% **(E)** Requires maintaining relationships with both internal and external stakeholders that are impacted



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by contact center operations including: the Director of DMV, Deputy Directors, Branch Chiefs, unit managers, unit supervisors, telephony unit staff, union reps, and technology vendors. Experts in WFM and multi-site contact center operations. Maintains effective communication channels with staff, through their managers, to ensure staff has access to required job-related information and resources. Responsible for ensuring projects and initiatives are successfully achieved, and operational areas perform their functions consistent with the project goals and objectives. Evaluates performance of subordinate managers and staff, including completing annual performance appraisals or probationary evaluations. Develops work schedules for staff functions to ensure objectives are met. Maintains attendance reports and conducts regular staff meetings. Develops subordinate managers and staff through training, mentoring, and developing Individual Development Plans. Examines issues and concerns elevated by supervisors and staff for management review, issues prompt decisions or elevates to higher management as appropriate.

10% **(M)** Attends meetings and participates on projects on behalf of the division when needed. Perform other job-related duties required.



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18. SUPERVISION RECEIVED

Reports directly to the Branch Chief, in the Customer Information Branch. □

19. SUPERVISION EXERCISED AND STAFF NUMBERS

Directly and indirectly supervises two (2) Staff Services Manager II's which will have four teams of Staff Services Manager I's, and 22 SSA/AGPA.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Will work in a climate-controlled office with artificial lights. Requires daily use of a personal computer and related software applications at a workstation. May be required to sit or stand in a seated position for extended period of time. Telework is available.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Must have demonstrated ability to manage multiple projects, prioritize tasks and meet deadlines, and be open to change and new information. Possess experience with providing reports and analytical statistics. Must have good leadership, interpersonal, and excellent communication skills to foster team building and cooperative working relationships amongst staff and other units. Live Scan/Fingerprint clearance is required.

22. PERSONAL CONTACTS

Will interact with Deputy Directors, other departmental managers and staff, vendors, contractors, and other government agencies by telephone, via e-mail, in person or by mail as necessary. The nature of these interactions may be general, confidential, sensitive or informative.