



POSITION DUTY STATEMENT

<b>Division:</b> Operations Division	<b>Classification Title:</b> 8746 Manager I DMV
<b>Branch:</b> Registration Resolution Branch	<b>Working Title:</b> Customer Service Resolution Unit Manager I
<b>Unit:</b> Customer Resolutions Unit	<b>Tenure/Timebase:</b> Limited Term
<b>Position City:</b> Sacramento	<b>Position County:</b> Sacramento County
<b>Position Number:</b> 753-8746-943	<b>CBID/Bargaining Unit:</b> S01
<p><b>Conflict of Interest Classification:</b> No</p> <p>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.</p>	
<b>Medical Evaluation:</b> No	<b>Bilingual Language:</b>
<b>Sensitive Position:</b> No	<b>DMV Employee Pull Notice:</b> No
<b>Fingerprint/Live Scan:</b> Yes	<b>Professional License:</b> No
<b>Work Week Group:</b> 2	<b>Effective Date:</b> 11/09/2023

<p><b>Direction Statement and General Description of Duties:</b> Under the direction of the Manager V, but with independence of action, the Manager I (MGR I) supervises the Customer Service Resolution Unit, which supports the Department's Vehicle/Vessel Registration and Titling Program.</p>	
<p><b>Percentage and Essential/Marginal Functions:</b></p>	
40%	<p><b>Resolutions Management (E)</b></p> <p>Supervises, plans, schedules, organizes, directs, and reviews the work activities of Motor Vehicle Representatives (MVRs) and Senior Motor Vehicle Technicians (SMVTs) that perform a variety of technical, clerical, and specialized work including processing titles of</p>



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	<p>vehicles and vessels and personalized license plate orders; responds to sensitive and high-level customer service issues via written correspondence; oversees and responds to Director's mail; researches, resolves, and responds to escalated customer concerns using the California Vehicle Code (CVC) and administrative regulations; provides technical support to other states participating in the National Motor Vehicle Title Information System (NMVTIS); analyzes NMVTIS records and makes decisions on critical corrections; uses NMVTIS software for a personal computer (PC); resolves complex and unique customer issues pertaining to Vehicle/Vessel Registration and Titling applications.</p>
20%	<p><b>Personnel Management (E)</b></p> <p>Advises staff of expectations and guidelines ensuring compliance with the Department's core values; reviews, evaluates, and discusses work performance with team members; monitors workload processing and development of skills and knowledge; assesses team members for career development plans; prepares and provides on-the-job training to new and current team members using job aids, manuals, and Intranet resource applications; identifies formal training classes through the Learning Development Branch and outside vendors; counsels team members regarding upward mobility and career choices; reviews employee administrative documents for accuracy, completeness, and approval including Family Medical Leave Act, California Family Rights Act, Leave of Absence requests, and State Compensation Insurance Fund claims.</p>
20%	<p><b>Program Expertise (E)</b></p> <p>Maintains program expertise regarding policy, procedure, statutory, and regulatory changes; responds to questions and requests for information from the Director, Deputy Director, Branch Chief, Legislative office, and Departmental Divisions; explains departmental programs; informs staff of changes in laws, procedures, and policies referencing the CVC, California Code of Regulations, and departmental memorandums; follows Department guidelines; prepares written correspondence for the signature of the Director, Deputy Director, Branch Chief, and the Customer Service Resolution Program Manager; participates in special projects; provides data on departmental programs; gathers information on behalf of upper management; reviews information for accuracy in work reports based on incoming work assignments using spreadsheets on a PC; and processes supplemental and duplicate plate orders requested by internal and external customers.</p>
15%	<p><b>Workflow Documentation (E)</b></p> <p>Monitors staff to ensure work is completed within specified time frames by updating the daily, weekly, and monthly reports using counts inputted on the Week of and Monthly Reports, Environmental License Plate log, Director's Mail, refund requests, phone briefs,</p>



# DEPARTMENT OF MOTOR VEHICLES

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	and special assignments; tracks and logs staff work and phone calls in the unit folder on a PC to report information to upper management; monitors and reports employee attendance and leave credit usage; prepares probationary and annual performance reports for MVRs and SMVTs providing supplementary reports as needed; prepares memorandums pertaining to employee behavior and performance according to progressive discipline guidelines; recognizes and commends staff with commendation letters and merit nominations for outstanding performance based on customer compliments received.
5%	<b>Miscellaneous (M)</b> Other duties as required.

<b>Supervision Received:</b> The Manager I works under the general direction of the Manager V.
<b>Supervision Exercised and Staff Numbers:</b> The Manager I supervises a team of 5 SMVTs and 4 MVRs.
<b>Physical Requirements:</b> Sits for long periods of time and lifts items up to 24 lbs.
<b>Special Requirements:</b> Knowledge of Vehicle Registration programs; excellent attendance; and flexibility in work assignments.
<b>Personal Contacts:</b> The Manager I interacts with departmental staff, the public, and other agencies, by phone, in person, email, and mail correspondence. Interactions may be confidential, general, technical, or informative.

### EMPLOYEE ACKNOWLEDGMENT

*I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)*

<b>EMPLOYEE NAME</b>	<b>EMPLOYEE SIGNATURE</b>	<b>DATE</b>
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**MANAGER/SUPERVISOR ACKNOWLEDGMENT**

*I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement*

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE