



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 8746 Manager I DMV
Branch: Region V	Working Title: Front Line Manager
Unit: Lancaster	Tenure/Timebase: Permanent Fulltime
Position City: Lancaster	Position County: Los Angeles County
Position Number: 595-8746-005	CBID/Bargaining Unit: S01
Conflict of Interest Classification: 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.	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: Yes
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Effective Date: 01/30/2017

Direction Statement and General Description of Duties: Under the general direction of the Office Manager, plans, assigns, directs, and reviews the work of DMV employees performing vehicle registration, driver licensing, and related work. Makes decisions on office problems ranging in difficulty level from average to the more complex issues requiring interpretation of the law and departmental policy. Ensures staff follow office procedures, expectations, and processing laws. Estimates volume, timing, and nature of future office workloads. Plans and schedules the work of employees. Selects, trains, and monitors employees and evaluates their performance.

Percentage and Essential/Marginal Functions:

40%

(E)



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	Daily Supervision (E) Supervises the daily tasks of staff responsible for processing vehicle registration and driver license applications, utilizing automated processes, collecting fees and giving written and visual examinations. Schedules and organizes work assignments and shift personnel to meet workload fluctuations. Maintains attendance, scheduling and workload logs and supervises the preparation of daily workload reports.
20%	(E) Reviewing Employee Work and Performance (E) Reviews, monitors, and evaluates employee work and performance. Supervises the training of new employees and conducts in-service training of experienced employees. Communicates changes in work procedures to employees, maintaining current knowledge of all office procedures. Discusses quality of production and public relations with employees in accordance with the department's mission and goals.
20%	(E) Resolving Problems (E) Answers general driver licensing and vehicle registration questions. Discusses and resolves difficult problems and complaints with the public. Interprets, applies, and explains to the public, organizations, and other government jurisdictions the provisions of the law and administrative regulations, policies, and procedures concerning registration and ownership of motor vehicles and the licensing of drivers to resolve conflicts and ensure quality customer service is provided. Communicates effectively with the Network Control Center and other Headquarters staff units in the resolution of problems.
10%	(E) Reviewing Reports (E) Gathers and analyzes workload data to review office budget, equipment, and staffing needs. Reviews automated reports for errors, production volumes, misuses of the automated system, etc., to ensure compliance with departmental policies and directives.
5%	(M) Documentation and Performance Appraisal (M) Prepares probationary and performance appraisal reports. Maintains documentation for progressive disciplinary actions and advises management of disciplinary problems, recommending corrective actions as necessary.



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5%	(M) Hiring (M) Interviews and recommends the hiring of prospective candidates to the Administrative Manager. Completes required hiring documentation to fill vacant positions.
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Supervision Received: Performs other job related duties as required.

Supervision Exercised and Staff Numbers: First level supervision of the following staff: Motor Vehicle Representatives - 0 Licensing-Registration Examiners - 0 Control Cashier I - 0 Control Cashier II - 0 Senior Motor Vehicle Technicians - 0

Physical Requirements: May be required to drive a motor vehicle in the conduct of State business. May be required to work after hours based on business needs and workload fluctuations.

Special Requirements:

Personal Contacts:

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.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

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



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

595-8746-005

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE