



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Registration Services Branch	Working Title: Senior Motor Vehicle Technician
Unit: Registration Processing I	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 179-1890-019	CBID/Bargaining Unit: R04
<p>Conflict of Interest Classification: 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>	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Effective Date: 12/04/2025

<p>Direction Statement and General Description of Duties: Under the direction of a team leader, the Senior Motor Vehicle Technician (SMVT) performs advanced technical duties related to vehicle registration and titling. The SMVT handles the most complex vehicle registration issues and serves as a subject matter expert for all registration and titling processes. The SMVT ensures compliance with state and federal regulations, analyzes and resolves registration challenges, and provides high-quality customer service over the phone and digital channels.</p>	
<p>Percentage and Essential/Marginal Functions:</p>	
35%	Communication and Customer Engagement (E)



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	<p>The SMVT communicates complex registration policies, procedures, and legal requirements clearly and effectively to customers, stakeholders, and DMV staff, primarily over the phone and digital channels. Handles escalated inquiries and complaints, resolving them professionally and in compliance with DMV regulations and policies. As a subject matter expert, offers expert guidance to internal and external customers and stakeholders, ensuring that issues are resolved accurately and efficiently.</p>
30%	<p>Analysis and Problem Solving (E)</p> <p>The SMVT handles the most complex registration issues, often involving challenging or unusual circumstances. Conducts in-depth analyses of vehicle registration transactions to ensure compliance with the California Vehicle Code and DMV regulations. Identifies patterns in registration errors, analyzes root causes, and recommends corrective actions. When discrepancies in registration records or documentation arise, the SMVT researches and follows policies and procedures to resolve them. The SMVT has a comprehensive understanding of DMV systems and the transactions required to resolve customer registrations issues. Additionally, assists in developing and revising procedures to enhance operational effectiveness.</p>
25%	<p>Collaboration (E)</p> <p>Collaborates extensively with team leaders, team members, other government agencies, and external stakeholders to streamline registration processes and improve service delivery. Contributes to the successful implementation of new procedures and initiatives within the Registration Services Branch, ensuring staff are well-informed and prepared for changes. Acting as a resource for Motor Vehicle Representatives and other staff, the SMVT fosters a collaborative and productive work environment.</p>
5%	<p>Training (E)</p> <p>Assists with special projects, assignments, and training as directed by team leaders. Attends and provides training, stays informed of DMV policies, legislative changes, and industry best practices affecting vehicle registration services.</p>
5%	<p>Miscellaneous (M)</p> <p>Performs other job-related duties as required.</p>



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Supervision Received: The Senior Motor Vehicle Technician reports directly to a Manager I; however, can receive direction from all manager levels.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Sits and types for long periods of time. Walks, bends, lifts, and extends arms. May be required to transport personal shred bins and boxes of paper weighing 10 pounds or more.
Special Requirements: N/A
Personal Contacts: Interacts in-person, by telephone, written correspondence, regular mail, e-mail, and other digital channels with varying levels of staff, management, and customers.

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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE