



POSITION DUTY STATEMENT

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| Division: Operations Division | Classification Title: 4621 Assistant Division Chief/Program Manager DMV |
| Branch: Driver Licensing Branch | Working Title: DL Operations Area II Manager |
| Unit: Driver Licensing Branch | Tenure/Timebase: Permanent Fulltime |
| Position City: Sacramento | Position County: Sacramento County |
| Position Number: 216-4621-003 | CBID/Bargaining Unit: M01 |
| <p>Conflict of Interest Classification: Yes</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: Yes |
| Fingerprint/Live Scan: Yes | Professional License: No |
| Work Week Group: E | Date Approved: |

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| <p>Direction Statement and General Description of Duties: Under the general direction of the Driver Licensing Branch (DLB) Chief, the incumbent has management responsibility for the DLB's Area II: the Insurance Unit, Mandatory Actions Unit, and Controls team. The position is responsible for all activities performed within these units with assistance from the three unit managers. Duties include, but are not limited to the following major responsibilities:</p> | |
| <p>Percentage and Essential/Marginal Functions:</p> | |
| 25% | (E) |



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| | <p>(E) Management and Leadership Responsibility Directs the activities performed by units within the Driver Licensing (DL) Operations Area II, which includes coordination with other subdivisions of the department, other agencies and industry organizations. Through subordinate unit managers, plans, organizes, and evaluates the work of production staff. Makes recommendations concerning budget requirements, reviews expenditures for permanent personnel, temporary help, equipment and operating expenses. Reviews and analyzes reports regarding DL Operations Area II activity and takes appropriate action based upon them. Through subordinate unit managers, makes decisions and recommendations concerning personnel utilization and staff development, addresses performance issues, disciplinary concerns and responds to grievances.</p> |
| 25% | <p>(E) (E) Evaluation, Oversight, and Operational Improvement Through a subordinate analytical staff, reviews policies, procedures, workflow, automation opportunities and work expectations in Area II units and oversees implementation of improvements deemed necessary. Recommends, reviews, coordinates and implements Digital Transformation (paper-based processes to digital) projects, such as, but not limited to: Robotic Process Automation (RPA) and Virtual Field Office (VFO) programs/projects that will assist with streamlining work processes and customer service goals and DL Branch and Divisional workloads.</p> |
| 20% | <p>(E) (E) Regulatory, Review, and Implementation Reviews proposed legislation related to the area being managed, assesses potential impact, and implements enacted legislation affecting DL Operations Area II programs. Represents the division on multidivisional task forces formed to address related issues.</p> |
| 15% | <p>(E) (E) Customer Communication and Stake Holder Relations Handles the most difficult assignments, telephone calls, and controlled correspondence from the public, field office personnel, the Director, Operations Deputy Director, law enforcement, the media, and attorneys regarding the driver licensing issuance, personal identification, fraud and sensitive record corrections, court abstracts and other related driver licensing matters. Responds, verbally and in writing, to members of Congress, State legislators or other officials regarding driver licensing, court abstract processing, personal identification, fraud, sensitive record corrections, and other sensitive matters concerning driver licensing and record.</p> |



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| 5% | <p>(M)</p> <p>(M) Miscellaneous Provides additional assistance as required within the Division, serves as support and back-up to the DLB Chief. Performs other job-related duties as required.</p> |
| 10% | <p>(M)</p> <p>(M) Outreach Functions Communicates with the public, the media, Legislators, and attorneys regarding the policies and procedures of the DLB.</p> |

Supervision Received: The incumbent reports directly to the DLB Chief. The incumbent receives the majority of their assignments from the DLB Chief, but may receive assignments from the Operations Deputy Director, as appropriate.

Supervision Exercised and Staff Numbers: The incumbent directly supervises two (2) Manager V, DMV and one (1) Staff Services Analyst/Associate Governmental Program Analyst. Indirectly supervises approximately 250 employees through subordinate management teams.

Physical Requirements: Working Conditions: Works on the sixth floor of an office building, in a large, partially partitioned cubicle under artificial light. Frequently exposed to basic office equipment (computers/screens, telephones, fax machines, printers, photocopiers, etc.) Frequently uses a personal computer and telephone to research and respond to inquiries, time-sensitive demands, and shifting priorities. Physical Requirements: Incumbent frequently sits at a workstation using a personal computer (PC) for extended periods of time. Occasional bending, lifting, and arm-extension may be required to transport documents weighing up to 10 pounds to confidential destruction bins. Occasionally required to visit and inspect assigned units. Regularly required to travel around the DMV headquarters to attend onsite meetings and/or attend online video/telephone conferences. Infrequently required to travel to local offsite meetings. May infrequently be required to travel out-of-town for meetings or training, which may involve flying, driving, and overnight stay.

Special Requirements: Special Requirements: Enrollment in the DMV Employee Pull Notice Program (EPN) and completion of Department of General Services Defensive Driver Training, as required. Desirable Qualifications: Demonstrated knowledge of the California Vehicle Code, regulations, and legislation pertaining to driver licensing; ability to analyze and solve complex problems including using creative and innovative thinking and make decisions involving varied levels of ambiguity and risk; knowledge of quality service principles, ability to ensure accurate and timely service, and ability to improve and implement processes through subordinate supervisors to meet customer service objectives;



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experience in personnel management and ability to plan, organize, and direct staff; well-developed interpersonal skills and ability to communicate effectively verbally and in writing with all levels within and outside the department; ability to gain the confidence of executive and management staff and advise them on sensitive/complex issues; well-developed project management skills; and ability to plan, organize, and direct policy formulation, development, and evaluation.

Personal Contacts: Interacts with the public, departmental staff, and other governmental agencies via telephone, correspondence, and in-person, as needed. Interactions may be general, confidential, or sensitive in nature. May be required to respond to time-sensitive requests from the public, departmental executive leadership, or policy-makers.

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 |
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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 |
|-------------------------|------------------------------|------|
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