



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 4621 Assistant Division Chief/Program Manager DMV
Branch: HQ	Working Title: Chief, Program Services/Policy
Unit: FO General Administration Headquarters	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 438-4621-906	CBID/Bargaining Unit: M01
Conflict of Interest Classification: Yes 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: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: E	Date Approved: 06/16/2026

Direction Statement and General Description of Duties: Under administrative direction of the Assistant Deputy Director, in the Policy Services and Program Branch, the Assistant Division Chief/Program Manager, Department of Motor Vehicles (DMV), is primarily responsible for oversight of the Policy Services and Program Branch, and directing the multi faceted areas of the Field Operations Division (FOO). Responsibilities include but are not limited to: disbursement of directives; FOD policy development; developing and implementing strategic plans for program goals and organizational changes; oversight of complex and sensitive projects related to technology, efficiency and customer service enhancements, and implementation of Commercial Driver's License, Driver's License, Vehicle Registration and Virtual Field Office (VFO) programs for FOO field offices.



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Percentage and Essential/Marginal Functions:	
35%	<p>(E)</p> <p>Provides leadership, direction, and guidance to staff performing work in units within the Policy Services and Program Branch and other subdivisions within FOD. Provides oversight to middle managers responsible for the day-to-day operations of their perspective program areas including oversight of production activities and performance metrics (e.g. establishing office priorities and procedures, assigning, distributing, and monitoring of workloads), and implementation and development of program functionality changes necessary for improvements to services statewide. Addresses complex and sensitive legislative issues ensuring directives align with division and departmental goals and mandates.</p>
30%	<p>(E)</p> <p>Provides program leadership, direction, and support to the division's executive staff on development and impact of policies and procedures related to Commercial Driver License (CDL), Driver License (DL) and Vehicle Registration (VR) programs. Evaluates legislative proposals for operational impact and feasibility on FOD programs and advises the Assistant Deputy Director or management of the results. Collaborates with management and staff to resolve complex policy issues. Consults with divisional staff and management to analyze proposed statutory language and public policy implications regarding DL, CDL, and VR matters, and implementation of practical approaches to enacted legislative and policy changes.</p>
15%	<p>(E)</p> <p>In collaboration with subordinate managers, identifies, and responds to customer needs, using customer trends and data to create the best possible experiences for customers. Through subordinate managers ensures internal and external customer issues are resolved timely to meet customer service objectives. Responsible for responding to elevated and sensitive customer complaints and media inquiries. Represents the Deputy Director and Assistant Deputy Director in meetings, committees, project teams, and task force efforts, both with the department and with outside agencies and/or organizations. Establishes ongoing, productive working relationships with both internal and external stakeholders. Internal stakeholders include FOD management and staff, executive staff, and administrative staff. External stakeholders include the general public, governmental agencies, and groups and associations that are interested in departmental goals and objectives.</p>



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10%	<p>(E)</p> <p>Reviews and provides feedback on written products (e.g. controlled correspondence, Board of Control claims, Workflow Analyses, Procedural Manuals, decision documents, cost/benefit analyses, risk analyses, vehicle registration and special products, etc.). Makes presentations on policy service issues specific to intended audiences.</p>
5%	<p>(M)</p> <p>Plans, manages, and evaluates the teams' workloads ensuring goals and objectives within agreed upon time frames are fulfilled and in compliance with the division's mission. Clarifies, explains, and discusses assignments to ensure assignments are understood and completed utilizing the department's policies and procedures. Keeps open lines of communication with subordinate staff regarding projects, developments, and plans to promote staff engagement.</p>
5%	<p>(M)</p> <p>Provides a high degree of subject matter expertise on policy and program, for various efforts related to the evaluation and improvement of the Commercial Driver License (CDL) and Industry Business Center (IBC) Programs. Serves as the subject matter advisor and project manager for the most complex, difficult, and sensitive program activities. Establishes appropriate partnerships and alliances with stakeholders regarding the support and implementation of the CDL and IBC programs. Collaborates with internal and external stakeholders to identify issues, facilitate change including communication, impact analysis, and program development and evaluation, to ensure operations are efficient and effective. Represents the division and department at CDL meetings and conferences statewide.</p>

Supervision Received: The Assistant Division Chief/Program Manager (ADC/PM), Department of Motor Vehicles (DMV), works under the administrative direction of the Assistant Deputy Director.

Supervision Exercised and Staff Numbers: The ADC/PM provides direct supervision to two Manager V's, DMV; one Manager IV, DMV (E48), DMV; one Supervisor II (E48), and two Manager III's (E48), DMV. The ADC/PM provides indirect supervision to managerial, technical, and analytical staff.

Physical Requirements: May sit or stand for extended periods of time.



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Special Requirements: This position requires an incumbent to provide a high degree of technical expertise and knowledge of DMV programs. The incumbent is expected to maintain consistent and regular attendance; communicate effectively and professionally (both verbally and in writing) in dealing with the public or departmental staff; possess ability to manage time and resources effectively; and possess good judgment in decision making. May be required to drive a motor vehicle to conduct State business. May be required to travel. May be required to work after hours, based on business needs and workload fluctuations.

Personal Contacts: The ADC/PM has contact with direct report staff, other departmental staff and executives, internal and external customers, and other stakeholders in person, by telephone, via email, and mail as needed. The nature of these interactions may be general, confidential, sensitive, 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.)

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