



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Industry Services Branch	Working Title: Senior Motor Vehicle Technician
Unit: Account Management Unit	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 120-1890-009	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	Date Approved:

<p>Direction Statement and General Description of Duties: Under the general direction of the Manager II, DMV, in the Account Management Unit (AMU) of the Information Services Branch (ISB), the Senior Motor Vehicle Technician (SMVT) provides lead direction and guidance to staff regarding the administration of the Commercial/Governmental requester account process and the Electronic Pull Notice (EPN) program. The SMVT acts as expert resource to staff regarding billing for account holders and provides internal controls in accordance with law, state policies and internal policies and procedures.</p>	
<p>Percentage and Essential/Marginal Functions:</p>	
30%	Requester Account Analysis and Processing (E)



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	<p>Reviews, analyzes, processes and resolves the more complex and difficult customer issues/conflicts pertaining to requester accounts. Utilizes multiple confidential systems/databases to retrieve pertinent requester account information. Reviews and verifies data for Motor Carrier Permit lists for the California Highway patrol and bulk requester customers. Processes all workload for branch requesters that have 50 or more companies to maintain. Assists with the mailing, stuffing and folding of EPN printouts. Provides billing information to commercial and EPN requesters via telephone or written correspondence. Monitors and updates Commercial Delinquent Account Access Database and processes demand for payment letters. Maintains various other spreadsheets/production reports in order to ensure unit workflows are tracked and processed in a timely manner.</p>
25%	<p>Workload Quality Control (E)</p> <p>Performs thorough Quality Control review of workloads completed by AMU staff with an emphasis on the application renewal/approval process and the assigning of correct levels of access to each requester. Reviews applications for completeness and ensures the information complies with the Department's policies, regulations, vehicle codes and procedures pertaining to the processing and billing of accounts. Identifies trends in order to establish and implement appropriate procedures and training plans. Provides extensive training of new processes and of all processes to new employees. Performs routine review of all procedures and job aides to ensure updates and revisions are made timely.</p>
20%	<p>Subject Matter Expertise (E)</p> <p>Participates, as a technical expert, in special projects and assignments aimed to provide faster, more efficient service to AMU's internal and external customers. Contributes to and helps facilitate procedural changes involved with AMU projects aimed to automate the requester account process and the EPN programs. Prepares ISB referrals for resolution of various AMU issues and concerns.</p>
15%	<p>Inventory and Production Count (E)</p> <p>Compiles incoming on-hand inventory and production counts for management to complete the weekly and monthly workload reports for the Account Management Unit (AMU). Updates the corresponding databases/spreadsheets consistently and timely. Ensures workload volumes are being processed accurately and in a timely manner. Analyzes workflow and workload trends in order to make recommendations for improvements.</p>
10%	<p>Miscellaneous (M)</p>



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Provides second level review of proposed legislative initiatives to help ISB determine impacts to AMU processes and procedures. Acts as backup to AMU Control Cashiers. Performs other duties as required.

Supervision Received: The SMVT reports to a Manager II, DMV, and is expected to carry out necessary activities without direction, except as new or unusual circumstances require.

Supervision Exercised and Staff Numbers: The SMVT provides expertise and quality control services for AMU Motor Vehicle Representatives. No direct supervision exercised.

Physical Requirements: Sit in a cubicle for long periods. Daily and frequent use of a personal computer and a variety of office software applications at a workstation. Uses telephone to communicate with customers consistently throughout the day. Repetitively handles, stuffs, and transports large quantities of letters and envelopes on a weekly basis.

Special Requirements: Fingerprint/Criminal Record Clearance required.

Personal Contacts: Will interact daily with departmental staff as well as the public by phone, email, in person, and mail as needed. 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



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MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE