



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Registration Resolution Branch	Working Title: Senior Motor Vehicle Technician
Unit: Special Processing Unit	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 134-1890-001	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 direction of the Manager I in the Special Processing Unit, the Senior Motor Vehicle Technician (SMVT) answers program related questions; provides guidance to Motor Vehicle Representatives (MVRs); processes vehicle and vessel registration and titling applications; prepares and processes refund claims and correspondence; and prepares correspondence on a personal computer (PC).</p>	
<p>Percentage and Essential/Marginal Functions:</p>	
40%	Customer Resolutions (E)



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	<p>Interprets and applies provisions of the California Vehicle Code, administrative regulations, policies, and technical procedures for appropriateness of submitted documents and required fees; develops courses of action for customers with issues related to vehicle and vessel registration; analyzes and processes various vehicle registration transactions (Suspense items from the Field Office and Headquarters, Rush Titles, Refunds, Farm Labor, Exempt plates, and Sequential Internet Orders; keys information into Department of Motor Vehicle Automation (DMVA) system; and updates vehicle and vessel records in accordance with established procedures. Assists Motor Vehicle Representatives (MVRs) with the most complex problem resolutions relating to the registration and ownership of vehicles and vessels; assists customers with vehicle and vessel related transactions through written correspondence, telephone, e-mail, or in person; and handles callbacks to field offices, region offices, headquarters units, and other internal and external customers regarding questions related to vehicles and vessels, Environmental License Plates, and Exempt plates.</p>
40%	<p>Unit Training and Support (E)</p> <p>Provides training and guidance to new SMVTs and MVRs and assists them to develop skills through one-on-one training, monitoring their progress, and providing feedback; helps team members to develop comprehensive knowledge of registration procedures and to present a respectable public image of courtesy and efficiency; keeps the Unit Manager apprised of potential problems related to customer service, safety and security issues, or other issues relating to the overall operation of the unit.</p>
15%	<p>Process Improvement (M)</p> <p>Identifies, through training and observation, improvements that can be made to employee training and registration processes; provides suggested solutions to the Manager I on improving customer service; develops written documents regarding procedural changes and training; and delivers oral presentations to staff at training sessions.</p>
5%	<p>Miscellaneous (M)</p> <p>Performs other job-related duties as required.</p>

Supervision Received: The SMVT reports directly to and receives the majority of assignments from the Manager I, DMV.



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Supervision Exercised and Staff Numbers: The SMVT does not supervise staff; however, the SMVT serves as a lead and provides guidance to new SMVTs and MVRs.
Physical Requirements: Sits for long periods of time.
Special Requirements: Fingerprint/Criminal Record Clearance required.
Personal Contacts: The SMVT has daily contact with departmental staff, including but not limited to CalTrans, DGS, CHP, Business Partners, Occupational Agents/Licensees, Air Resources Board, and financial institutions by phone, in person, and mail. Interactions may be confidential, general, technical, 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