DMV

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

461-4621-004

Division: Field Operations Division	**Classification Title**: 4621 Assistant Division Chief/Program Manager DMV
Branch: Region VII	**Working Title**: Area Manager
Unit: Reg VII Assistant Chief/Program Mgr	**Tenure/Timebase**: Permanent Fulltime
Position City: Placentia	**Position County**: Orange County
Position Number: 461-4621-004	**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**: Yes
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**:

Direction Statement and General Description of Duties: Under the administrative direction of the Region Administrator (RA), the Area Manager serves as assistant to the RA and is responsible for administrative activities related to managing field offices within a designated district, disbursement of directives, policy development, personnel management, community relations, workload projections, budgets, and short and long range planning. Coordinates with other Area Managers to ensure consistency and effectiveness of field office operations.

Percentage and Essential/Marginal Functions:

20%	**(E)**

	Plans, organizes, and directs the activities of up to eight (8) field offices, as well as other remote sites, identified within the designated district boundaries through subordinate managers. Oversees field office progress and makes recommendations to the RA regarding program improvements and efficiencies. Identifies, initiates, and trains staff on changes to policies, procedures, and laws.
20%	**(E)** Conducts regularly scheduled field office visits to evaluate operational performance in districts. Corrects operational deficiencies within established guidelines and recommends to the RA changes required to meet operating requirements. Counsels office managers collectively and individually through regularly scheduled meetings and training sessions on new and modified plans, policies, and procedures. Monitors district offices to ensure quality, quantity, and timeliness of services.
15%	**(E)** Participates in the development and implementation of divisional and departmental policy development. Directs office managers in effective implementation of driver licensing, motor vehicle registration, and operational policies and procedures. Provides clear, concise, and accurate directives to office manager and staff. Collaborates with office managers to derive effective solutions for complex policy and program issues.
10%	**(E)** Reviews facilities needs to ensure health and safety issues are addressed and remedied. Evaluates contractual needs and ensures trouble tickets are submitted timely and justified to Headquarters contracts and procurement unit. Coordinates data gathering efforts and submission of data for special projects. Conducts trends analysis and provides efficiency recommendations to the RA.
10%	**(E)** Reviews, adjusts, and finalizes budgetary requirements at the district level for inclusion with the regional budget. Manages budget allotments and expenditures, personnel resources, and planning of local community events. Adjusts personnel allotments in the field offices and establishes a reporting system to keep Headquarters fully apprised of any personnel related changes in a timely manner.
10%	**(E)** Oversees personnel matters, including employer-employee relations, Equal Employment Opportunity (EEO) complaints, grievance/complaint handling and response, workers'

	compensation claims, adverse actions, requests for reasonable accommodation, training, hiring, and performance evaluations. Works with the FOD Staff Services Management and the Human Resources Branch on sensitive and complex personnel matters to determine appropriate course of action for handling issues and make recommendations to the RA.
10%	**(E)** Establishes effective relationships with community-based organizations, private industry, law enforcement agencies, and special interest groups. Acts as the district representative for business, civic, and community organizations. Coordinates training and personnel development programs through a divisional training coordinator.
5%	**(M)** Performs other job-related duties as required.

Supervision Received: Under administrative direction of the Region Administrator, Career Executive Assignment (CEA) B classification.

Supervision Exercised and Staff Numbers: Supervises up to eight field office managers from the Manager I, DMV to Manager V, DMV, levels within a designated district. Indirectly supervises other field office staff.

Physical Requirements: Works in a cubicle, in a fast-paced environment, within a large office setting. The employee will sit for long periods of time, uses a personal computer, types, and frequently responds to telephone and e-mail inquiries. Noise level is consistent with that of an office. May be required to work after hours and weekends based on business needs and workload fluctuations. Travel (by air, car, etc.) to conduct site visits of assigned field offices, and to attend and participate in meetings or trainings.

Special Requirements: May be required to enroll in the Employee Pull Notice (EPN) Program. Must pass background fingerprints before hire. Ability to communicate effectively with internal/external customers, give presentations, and participate in meetings, conferences, and workshops. Well-developed leadership and interpersonal skills; the ability to plan, organize, and direct multi-disciplinary staff; experience in personnel management; knowledge of the principles and practices of the organization, fiscal management, legislative process, and the department's equal employment opportunity program; ability to gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters; ability to work effectively with departmental executive staff, governmental agencies, private industry, and community-based organizations; experience developing and

implementing procedures; experience in implementing policy; experience in policy and program evaluation & development of recommendations; ability to analyze complex problems and recommend effective courses of action; ability to manage the activities of field offices providing services to the California public and ensure effective implementation of plans to achieve performance and service goals.
Personal Contacts: Interacts with DMV managers/supervisors, peers, other departmental employees, the public, the news media, legislative members, and other governmental agencies in person and by telephone, e-mail, and mail as needed. Interactions may be general, confidential, sensitive, and/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