



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 8746 Manager I DMV
Branch: Region IV	Working Title: Travel Relief Manager
Unit: Reg IV Assistant Chief/Program Mgr	Tenure/Timebase: Permanent Fulltime
Position City: Fresno	Position County: Fresno County
Position Number: 456-8746-007	CBID/Bargaining Unit: S01
Conflict of Interest Classification: No 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: 2	Date Approved: 11/05/2019

Direction Statement and General Description of Duties: Under general direction of the Region Administrative Assistant, the Travel Relief Manager is a technical expert responsible for providing a full range of services in the Region and field offices, as well as, providing assistance to customers at outreach locations.	
Percentage and Essential/Marginal Functions:	
50%	(E) Travel Relief Assignment Acts as Office Manager back-up in Grade I and Grade II offices supervising the daily tasks of staff responsible for processing vehicle registration, driver license and identification card applications; utilizing automated processes, collecting fees



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	and giving written and visual examinations. Accepts registration and/or driver license applications, administers written, vision and drive tests, issues instruction permits and driver licenses, takes photographs and fingerprints, and collects fees.
25%	(E) Resolving Problems Interprets, applies, and explains provisions of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering and titling of vehicles and vessels, licensing of vehicle dealers, manufacturers and dismantlers. Discusses and resolves difficult problems and complaints with internal and external customers. Responds in person or via e-mail or telephone to driver licensing, vehicle registration and ownership, and/or other related inquires and disputes from the public. Communicates effectively with the Network Control Center and other Headquarters staff units in the resolution of problems.
10%	(E) Driving Performance Evaluations Acts as a technical expert and conducts Commercial Driver License (CDL) and Special Drives as needed within the Region.
10%	(E) Administrative When not on relief assignment, will perform administrative work in their designated home office preparing reports, correspondence and making work assignments.
5%	(M) Miscellaneous Perform job-related other duties as assigned.

Supervision Received: The Travel Relief Manager I, Department of Motor Vehicles (DMV) performs tasks under direction of the Region Administrative Assistant, DMV.

Supervision Exercised and Staff Numbers: When on Travel Relief assignment, may supervise a staff of 12-17 employees. Typical reports consist of Motor Vehicle Representatives, Licensing Registration Examiners, Control Cashiers, Senior Motor Vehicle Technicians, Custodians, and Manager I's.

Physical Requirements: Works in an office setting assisting both internal and external customers with DMV related matters. Enters information into a computer. May sit for extended periods of time.



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Special Requirements: May be required to drive a motor vehicle in the conduct of State business. May be required to work after hours based on business needs and workload fluctuations. Position may require rotation through neighboring Grade I and Grade II offices.

Personal Contacts: Will interact with staff, peers, other departmental employees, and the public in person, by telephone, e-mail, 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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE