



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Registration Resolution Branch	Working Title: Senior Motor Vehicle Technician
Unit: Collections Unit	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 112-1890-011	CBID/Bargaining Unit: R04
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: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Date Approved:

Direction Statement and General Description of Duties: Functioning independently, under the minimal direction of a Manager I, DMV, the SMVT in the Dishonored Check (DC)/Franchise Tax Board (FTB) Phone Section, of the Collections Unit, is responsible for performing technical work of extraordinary difficulty associated with FTB collection and DC processes. Exceptional customer service and telephone communication skills through effective listening; patience; knowledge of how to diffuse a difficult customer.	
Percentage and Essential/Marginal Functions:	
30%	Subject Matter Expert and Team Lead (E)



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	Handles the most complex telephone calls from field offices regarding delinquent registration fees and dishonored check collections utilizing the DMVA Series I device, the TN 3270, Oracle and Crystal databases; provides technical direction, guidance and training to Field Operations personnel. Uses detailed knowledge of the unique collection screens utilized by FTB, and their association with and impact on DMVA, in order to process transactions to completion.
20%	Research and Recommendations (E) Demonstrate a high level of expertise by thoroughly evaluating system records and immediately determining the appropriate action to take, independently, with minimal supervision, and providing the correct information to callers. Assist field office personnel to resolve issues by exercising judgment without specific guidelines. Ensure levy actions and wage garnishments are legally justifiable and determine whether to stop a collection action or continue.
20%	Customer Service and Communications (E) Serve as an expert resource for all functions of the Collections Unit to perform the most difficult, technical public contact work. Handle the most complex telephone calls from the public needing problem resolution, including phone briefs for customer callbacks from Collections MVRs.
20%	Resolution (E) Collaborate with FTB personnel to resolve difficult problems and close and reopen collection accounts, handle reimbursements for dishonored checks, correction of records, refunds, and fee adjustments. Contact parking and toll authorities; work with banks to resolve garnishment issues for both dishonored check payments and delinquent registration collections.
10%	Miscellaneous Duties (M) Routing of phone briefs to the processing area after making the decision on what steps to take to resolve the issue. Perform other duties as required.

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



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

112-1890-011

Supervision Exercised and Staff Numbers: None.
Physical Requirements: Will be sitting for long periods of time. Will utilize a computer, telephone, printer, fax machine, and copier.
Special Requirements: None.
Personal Contacts: The SMVT daily contact with departmental staff, the public, and other agencies, including, but not limited to, FTB, Law Enforcement, Federal Motor Carrier Safety Administration, Occupational Agents/Licensees, and the Air Resource Board 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