



POSITION DUTY STATEMENT

Division: Customer Services Division	Classification Title: 8746 Manager I DMV
Branch: Contact Centers Branch	Working Title: Contact Center Team Supervisor
Unit: Riverside Contact Center	Tenure/Timebase: Permanent Fulltime
Position City: Riverside	Position County: Riverside County
Position Number: 431-8746-020	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: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Date Approved: 06/20/2025

Direction Statement and General Description of Duties: Under the direction of the Assistant Division Chief/Program Manager and/or Managers III–V, the Manager I oversees the overall activities and day-to-day functions. The Manager I works collaboratively with peer managers to balance workloads, staffing, and service delivery across teams, operating as one integrated Statewide contact center. The role’s primary duty is assisting customers through multiple communication channels, aligning with performance goals and service-level agreements (SLA).

Percentage and Essential/Marginal Functions:

50%

Phone Time Participation and Complex Customer Assistance (E)



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	Participates in daily scheduled phone time as a core duty, responding to a high volume of calls from the public. Resolves the most complex problems related to driver licenses, vehicle/vessel registration, occupational licenses, and customer account issues. Applies and explains DMV policies, procedures, and relevant Vehicle Code provisions during calls. Uses firsthand call experience to stay current on trends and system issues. Submits suggestions to improve electronic communication and call-handling processes to higher-level management (Assistant Division Chief/Program Manager and/or Managers III–V). Serves as a model of technical expertise, professionalism, and customer service excellence.
30%	Supervision of Contact Center Operations (E) Plans, organizes, and oversees the work of subordinate SMVTs and MVRs assigned to phone, live chat, and email programs. Monitors staff for quality, accuracy, and compliance with Vehicle Code and departmental regulations. Provides coaching, feedback, and guidance to promote service excellence and accountability. Ensures appropriate staffing coverage, schedule adherence, and timekeeping accuracy.
10%	Personnel Management and Performance Oversight (E) Interviews, hires, and trains new staff. Evaluates performance and addresses deficiencies through verbal or written corrective action as appropriate. Recommends or initiates disciplinary actions when necessary. Conducts performance appraisals and support staff development.
5%	Communication, Collaboration, and Compliance (M) Communicates with higher-level managers regarding operational challenges, customer service trends, and workplace issues. Develops and implements new or revised procedures to improve efficiencies and compliances. Coordinates with other contact centers and adheres to established communication protocols and privacy/security standards.
5%	Upward Mobility and Other Duties (M) Supports employees in meeting upward mobility goals through mentoring and coaching. Performs other job-related duties as required, including participation in special projects or departmental initiatives.



DEPARTMENT OF MOTOR VEHICLES

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431-8746-020

Supervision Received: The Manager I reports under the direction of a Contact Center Operations Manager III, Manager IV or Manager V.

Supervision Exercised and Staff Numbers: Provides direct guidance and supervision to Motor Vehicle Representatives (MVR) and Senior Motor Vehicle Technicians (SMVT).

Physical Requirements:

Special Requirements: Ability to provide extraordinary service to our customers via electronic communication, email and telephone. Fingerprint/Criminal Record Clearance required.

Personal Contacts: The Manager I will interact with the public, peers, and other departmental employees in person, via email, telephone, and mail as needed. The nature of these 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