



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 8740 Manager II DMV
Branch: Region IV	Working Title: Office Manager
Unit: Porterville	Tenure/Timebase: Permanent Fulltime
Position City: Porterville	Position County: Tulare County
Position Number: 573-8740-076	CBID/Bargaining Unit: S01
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: 2	Date Approved: 08/05/2021

Direction Statement and General Description of Duties: Under general direction of the Region Administrator, manages a Grade II field office providing driver license, vehicle registration and other services to the public. The Office Manager is primarily responsible for effectively managing workloads, resources, and budgeting available dollars and hours to ensure that the field office is fully staffed and functional. The Office Manager is directly responsible for the development and maintenance of a high quality public service program, for correctly and fairly administering all department programs, implementing new technology and providing employee development. The Office Manager is responsible and accountable for daily operational activities.

Percentage and Essential/Marginal Functions:



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30%	(E) Daily Supervision Through the Regional Administrator, plans, organizes, directs, and controls the work assignments of subordinate supervisors to ensure that all work is processed in a timely manner and the public is properly served.
25%	(E) Budgets Develops and monitors the data/projections based on the office prior workloads and current staffing levels. Makes projections for scheduling staff throughout the year. Monitors budget year work and spending plans utilizing production statistics reports, office roster and budget reports, and provides information to the Region Administrator. Develops department and division goals and plans or implements strategies to meet goals using monitoring systems.
20%	(E) Equipment Monitoring and Technology Implements new technology such as Motor Voter, electronic driver license application, and the use of chrome tablets for customers for information verification. Monitors automated systems to evaluate the impact on daily operational efficiency and maintain the integrity of the system. Provides results to Regional Administrator pertaining to the new technology and program information. Communicates with to the office regarding information on office policies and procedures. Encourages feedback on significant office or work related issues to subordinate staff.
10%	(E) Facilities Makes recommendations on facilities maintenance, delegates to the Administrative Manager primary responsibility for resolving facility-related issues. Follows accepted and approved procedures in implementing repairs. Provides data to the Regional Administrator regarding the need for additional facilities or facility improvements.
10%	(E) Customer Service and Training Assess, develop, and implement training for subordinate staff. Provide assignments and opportunities that encourages staff development and upward mobility. Develops cooperative relationship with the media, auto clubs, dealerships and other groups having specific work-related involvement with the DMV.



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5%	(M) Miscellaneous Performs all other job-related duties as required.
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Supervision Received: The Manager II, Department of Motor Vehicles (DMV), works under general direction of the Regional Administrator.

Supervision Exercised and Staff Numbers: The Manager II provides direct supervision to two Manager Is, two Licensing-Registration Examiners, one Control Cashier I, and one Senior Motor Vehicle Technician. Through subordinate supervisors, allocated to supervise a staff of 25-30 employees. Typical reports consist of Motor Vehicle Representatives, Licensing-Registration Examiners, and Custodians.

Physical Requirements: The incumbent works in an office environment and requires daily use of a personal computer and related software applications at a workstation. The noise level in the work environment is typical of an office. Incumbent may encounter frequent interruptions throughout the work day.

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. This position requires participation in the DMV Pull Notice Program. This is a sensitive position and may be subject to substance testing.

Personal Contacts: The Manager II, DMV will interact with departmental staff and the public in person, by telephone, via e-mail, and by 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
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DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

573-8740-076

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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



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

573-8740-076

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Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

573-8740-076

Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

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