



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 8746 Manager I DMV
Branch: Registration Resolutions Branch	Working Title: Manager I
Unit: Refunds	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 187-8746-002	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:

Direction Statement and General Description of Duties: Under the direction of the Manager V in the Refunds Unit, the Manager I plans, organizes, leads, and evaluates the activities of Senior Motor Vehicle Technicians (SMVTs) and Motor Vehicle Representatives (MVRs) in processing duties relative to the refunds of vehicle license fees (VLF), double payment of vehicle registration fees, penalties and other possible refunds that pertain to vehicle registration fees submitted through various payment methods.

Percentage and Essential/Marginal Functions:

45%

Daily Supervision (E)

Supervises the work of MVRs and SMVTs, performing duties relative to the refunds of VLF, double payment of vehicle registration fees, penalties and other possible refunds



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	that pertains to vehicle registration. Resolves customer issues, addresses daily workload problems, and performs quality control audits to ensure accuracy and timeliness of completed transactions. Responsible for the overall efficiency and performance of the section to include coordination of any facilities, administrative and operational support needed to achieve and maintain the department's high standards. Assists technicians with difficult customers or unique situations and responds to customer by telephone or in writing.
25%	Administration (E) Organizes and directs the flow of work in the section. Monitors to ensure that work commitments and time frames are met. Makes workload assessments and distributes work accordingly. Compiles and maintains statistical information related to processing time, individual employee production, and workload changes. Prepares written reports reflecting this same data for management information. Provides training and instructions in all phases of the work. Arranges formal training as needed by use of In/Out Service training, as well as on the job training. Monitors application and development of skills and knowledge to assess each employee as well as assist in career development. Participates in the development of new procedures & recommend changes to procedures as needed. Interprets and applies appropriate sections of the California Vehicle Code, the Revenue and Taxation Code, the Government Code, and related procedural manuals. Advises the unit manager on matters regarding customer problem resolution and responds to customer concerns.
25%	Staff Development (E) Reviews and evaluates the work of all subordinate personnel. Prepares probation and annual performance reports. Provides supplementary reports as needed. Initiates appropriate corrective and disciplinary action as needed. Recognizes and commends outstanding performance. Prepares and maintains required management reports on work performance, error statistics, and attendance. Fills vacancies; conducts interviews and makes recommendations for selection of subordinate personnel according to the department's guidelines. Advises unit managers and other administrative personnel regarding possible options for resolving the more difficult customer concerns. Recommends procedural changes and establishes new procedures as needed.
5%	Miscellaneous (M) Performs other job-related duties as required.



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0%	(M) 0
0%	(M) 0

Supervision Received: The Manager I reports directly to and receives work assignments from the Manager V.

Supervision Exercised and Staff Numbers: The Manager I directly supervises a team of employees of various classifications such as Motor Vehicle Representatives and Senior Motor Vehicle Technicians.

Physical Requirements: Works in office setting, at a desk as well as in direct contact with co-workers and Management staff, team members.

Special Requirements: Desirable qualifications include customer service; written and verbal communication, interpersonal, decision-making, delegation, analytical, problem-solving, team building, and time management skills; proficiency in Word, Excel, and general PC applications; and knowledge in Vehicle Registration.

Personal Contacts: The Manager I has daily contact with departmental staff, the public, and other agencies, including, but not limited to California Department of Tax and Fee Administration (CDTFA), by telephone, e-mail, and mail. Interaction 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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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