



POSITION DUTY STATEMENT

Division: Customer Services Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Contact Centers Branch	Working Title: Senior Motor Vehicle Technician
Unit: Customer Care Section	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 106-1890-003	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: 01/10/2023

Direction Statement and General Description of Duties: Under the general direction of the Manager III and Manager I, SMVT assists internal and external customers by providing superior customer service to the public via telephone, e-mail, live chat, and correspondence. This unit is an escalation unit and the work related activities consist of providing vehicle/vessel registration, driver licensing and various program information to the public based on accurate interpretation and application of the provisions of the Vehicle Code and administrative regulations, policies and procedures by telephone, emails, correspondence, and live chat.

Percentage and Essential/Marginal Functions:



POSITION DUTY STATEMENT

35%	(E) Responds to written/telephone inquiries in a clear, professional, and timely manner by preparing written/verbal response through correspondence by email, live chat, and/or telephone. Analyzes customer information for driver license and registration records to determine requirements, which form (s) are appropriate for the customer to complete; resolve driver license and vehicle registration problems. Act as a subject matter expert with the most complex driver license and vehicle registration records. Reviews, analyzes, and identifies VR and DL records that are not correctly coded, or need corrections (i.e., vehicles exempt from smog). Communicates with specialized areas in headquarters (Field Office Support Unit (FOSU), Special Processing Unit (SPU) etc.) to correct and resolve issues with records that have incorrect programming or have false transactions in process.
30%	(E) Interprets, applies, and explains provisions of the California Vehicle Code and other laws, administrative regulations, policies, and procedures pertaining to the registration and ownership of motor vehicles, licensing of drivers, licensing of dealers, and dismantlers. Provides program assistance to managers and staff in the Customer Communications (Care) Section regarding the most difficult and complex program issues referred to the unit for resolution from the California Governor's Office, escalated phone calls, letters and email to the Director's Office, Office of Public Affairs, and other Executives from other Divisions. Explains statutory criteria and requirements as they relate to the department's programs and processes to internal and external customers and contacts, such as staff at the Governor's office, elected Federal, State Government Officials, and Federal and State Law Enforcement Agencies.
20%	(E) Provides input and information to managers and technical staff for responses to correspondence, facsimiles, and e-mail contacts. Assists with and directs staff in producing and finalizing correspondence prepared by staff and managers using a personal computer, copying, and assembling letters for mailing, including enclosures. Explains the use of forms and applications for registration transactions, inspects documents for authenticity, signatures, and completeness of information. Determines and assesses various vehicle license, registration and other fee penalties required by the California Vehicle Code. Reviews and analyzes driver records for requirements to renew, or reinstatement of a driving privilege.
10%	(M)



POSITION DUTY STATEMENT

	Provides direction to staff for maintaining support systems in the Customer Relationship Management (CRM) system, including space utilization, arrangement of maintenance of office equipment, correspondence, and unit files. Provides direction to all office personnel by identifying, verifying, researching, and resolving customer complaints. Requires immediate and appropriate action to identify and report problems with program and processing changes that occur in the department by identifying areas that have backlog, and process changes that may not have been previously identified. Acts as a lead person for the clerical and technical staff in the unit on behalf of the unit manager. Assists with answering general questions regarding work.
5%	(M) Other duties as required by the Office Manager.

Supervision Received: Under the direction of Manager III and Manager I.

Supervision Exercised and Staff Numbers: None

Physical Requirements: Work in a climate controlled office with artificial lights. Required prolonged sitting, use of the telephone, personal computer, and copier for extended periods of time to complete the assignments.

Special Requirements: Fingerprint/Criminal Record Clearance required. Must have demonstrated ability to manage multiple assignments. Extensive knowledge of vehicle registration and driver license. Interpersonal, verbal, and written skills. Knowledge of computer programs, software, and applications; Microsoft Office (Excel, Word, FileMaker Pro, Outlook) EASE, CRM, Accounting Application, Quick Web and Control Cashiering. Will provide assistance to the DMV Contact Center.

Personal Contacts: Will interact with departmental staff, other government agencies, public by phone, e-mail, live chat, and correspondence.

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.)



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

106-1890-003

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



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Division: Customer Services Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Contact Centers Branch	Working Title: Senior Motor Vehicle Technician
Unit: Customer Care Section	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 106-1890-012	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.	
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DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

106-1890-012

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MANAGER/SUPERVISOR ACKNOWLEDGMENT

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