



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 8740 Manager II DMV
Branch: Region I	Working Title: Office Manager
Unit: Novato	Tenure/Timebase: Limited Term Fulltime
Position City: Novato	Position County: Marin County
Position Number: 686-8740-906	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: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Date Approved:

Direction Statement and General Description of Duties: Under general direction of the Area Manager, manages a Grade II field office providing driver license, vehicle registration and other services to the public. The field office manager is primarily responsible for effectively managing workloads and resources and budgeting available dollars and hours to ensure that the field office is fully staffed and functional. The field 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 field office manager is responsible and accountable for daily operational activities.

Percentage and Essential/Marginal Functions:



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30%	Daily Supervision (E) Through the administrative manager, 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%	Budgets (E) Develops data/projections relative to workload volumes, hours and dollars to be used in annually constructing current and budget year work and spending plans; monitors and reports to the region administrator on planned versus actual results and status. Develops goals and plans/implements strategies to meet goals using monitoring systems to evaluate and adjust goals.
20%	Equipment Monitoring and Technology (E) Implements new technology; ensures that subordinate staff is fully prepared to use new processes; monitors automated system to evaluate the impact on daily operational efficiency and maintain the integrity of the system; reports results to region administrator. Correctly communicates information on policies and procedures downward through the organization. Encourages feedback on significant issues.
10%	Facilities (E) Makes recommendations on facilities maintenance; delegates to the administrative manager primary responsibilities for resolving facility-related issues; follows accepted and approved procedures in implementing repairs; provides data to the region administrator regarding the need for additional facilities or facility improvements.
10%	Customer Service and Training (E) Provides employee development for subordinate staff through training and assignment opportunities to produce high quality, well-trained staff. Ensures that the department's upward mobility goals are met. Develops cooperative relationship with the media, auto clubs, dealerships and other groups having specific work-related involvement with DMV.
5%	Miscellaneous (M) Other job-related duties as required.



DEPARTMENT OF MOTOR VEHICLES

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Supervision Received: The Manager II, Department of Motor Vehicles (DMV), Office Manager, works under general direction of the Area Manager.

Supervision Exercised and Staff Numbers: Direct supervision: Two Manager I's. Through subordinate supervisor's, allocated to supervise a staff of 25-30 employees. Typical reports consist of , Senior Motor Vehicle Technician, Control Cashier I, Motor Vehicle Representatives, and Licensing Registration Examiners.

Physical Requirements: Works in an office environment and uses a computer, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that 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: Will interact with the public, supervisors, peers, and other departmental employees in person, by telephone, e-mail, and mail as needed. 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



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MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE