



POSITION DUTY STATEMENT

Division: Customer Services Division	Classification Title: 1897 Motor Vehicle Representative
Branch: Contact Centers Branch	Working Title: Contact Center Technician
Unit: Sacramento Contact Center	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 430-1897-XXX	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: 03/23/2026

Direction Statement and General Description of Duties: Under the supervision of a designated supervisor, the Motor Vehicle Representative (MVR) provides superior customer service to the public by interpreting and applying provisions of the California Vehicle Code, administrative regulations, and departmental policies and procedures related to driver licensing, identification cards, and motor vehicle registration and ownership. The MVR utilizes various tools, including office manuals, computer systems, and reference materials, to process a variety of complex transactions efficiently and accurately. MVRs perform their duties in alignment with established performance goals and service-level agreements (SLA), maintaining compliance with State guidelines and quality service standards through various communication methods.



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Percentage and Essential/Marginal Functions:	
45%	(E) Provides courteous, accurate, and effective responses to the public's inquiries, ensuring all information is communicated in a professional and easily understandable manner. Resolves complex customer service problems related to DMV processes by identifying issues, applying appropriate procedures, and delivering effective solutions. Determines appropriate registration, licensing, and identification requirements; assists customers in completing forms and applications. Schedules and coordinates customer appointments using the Orchestra system.
35%	(E) Explains, interprets, and applies the provisions of the California Vehicle Code, related laws, administrative regulations, policies, and procedures pertaining to the registration and ownership of motor vehicles, the licensing of drivers, and the issuance of identification cards. Provides clear and accurate information to the public to ensure understanding and compliance with applicable requirements.
15%	(E) Accurately calculates and assesses vehicle registration fees, driver license fees, penalties, and other charges in accordance with the Vehicle Code and Revenue & Taxation Code. Utilizes computers, digital reference systems to process transactions and ensures timely and accurate service delivery. Reviews and updates customer records and documents for completeness and accuracy. Maintains, reviews, and mathematically calculates registration and driver license fee transactions. Audits agents turn-ins and/or transactions.
5%	(M) Performs other job-related duties as required to support departmental goals and ensure continuous improvement in service delivery.

Supervision Received: The Motor Vehicle Representative (MVR) is directly supervised by a Manager I, and may receive direction from a Manager III, IV, and V.

Supervision Exercised and Staff Numbers: None.



DEPARTMENT OF MOTOR VEHICLES
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Physical Requirements:

Special Requirements: Fingerprints/Criminal Record Clearance required. Ability to provide superior customer service to our customers via various communication methods. Bilingual skills desired.

Personal Contacts: Will interact with departmental staff in person as well as the public by various communication methods.

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