



POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 8730 Manager V DMV
Branch: Industry Services Branch	Working Title: Commercial Industry Processing Section Manager
Unit: Commercial Industry Processing Section	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 206-8730-906	CBID/Bargaining Unit: M01
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: E	Date Approved: 08/27/2026

Direction Statement and General Description of Duties: Under the general direction of the Industry Services Branch (ISB) Assistant Division Chief/Program Manager (ADC/PM), the Manager V, through subordinate management team, directs the activities of the Commercial Industry Processing Section. The Manager V oversees the Information Release (IRU), International Registration Plan (IRP), and the Accounts Management (AMU) units to ensure conformance with existing State and Federal statutes and sound customer service practices are developed.	
Percentage and Essential/Marginal Functions:	
30%	Program Management (E)



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	Through subordinate managers, the Manager V plans, organizes, and effectively directs operational efforts related to the processing activities of the IRU, IRP, and AMU units. With a customer service focused approach, the Manager V establishes, monitors, and adjusts operational policies and procedures to ensure timely and accurate workload completion. Resolves the most difficult, complex, and sensitive workload issues. Serves as Project Manager or Administrator on major projects with significant impact on the department's operations production functions. Administers the development, maintenance, and security of multiple automation functions.
25%	Administrative Support (E) Serves as a primary point of contact to resolve issues and provide information and services to various internal and external stakeholders. Advises and makes recommendations to the Assistant Division Chief/Program Manager (ADC/PM) on matters related to IRU, IRP, and AMU policies, as well as program and revenue trends. Acts as a backup for the ADC/PM in meetings and liaison functions as needed in the event of absences or scheduling conflicts. Prepares correspondence for the signature of the ADC/PM, Branch Chief, Deputy Director, and Directorate. Estimates volumes, trends, workloads, and budget requirements for staffing and equipment, and provides recommendations both orally and in writing to the Assistant Division Chief, Branch Chief, and Deputy Director regarding organizational changes, procedural updates, and workload expectations for the three CIP sections. Provides critical input to the ADC/PM, Branch Chief, and Deputy Director evaluating costs, benefits, risks, implications, and the likelihood of success associated with the development and implementation of policies and procedures.
20%	Personnel Management (E) Recruits, selects, develops, and retains competent staff, including making appropriate assignments and managing staff performance using key performance indicators. Prepares annual performance appraisals of subordinate staff. Ensures effective and efficient and sustainable use of public service resources and assets, human and financial resources, and business information. Demonstrates an ability to effectively manage and guide group efforts, working cooperatively with others to achieve common goals. Provides guidance to others to strengthen knowledge, skills, and competencies to improve personal and organizational performance. Motivates staff to achieve maximum effectiveness of a diverse workload. Demonstrates personal responsibility, reliability, and trustworthiness by following through on commitments, respecting the confidentiality of information, and respecting the concerns shared by others.
20%	Communication (E)



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	Ensures that all work products and information, both personally produced and submitted by others, are complete and accurate. Listens attentively to the ideas and concerns of staff and communicates effectively by fostering positive and professional interactions with subordinates, peers, and Executive Management. Ensures that critical information from management is consistently and clearly communicated to staff. Motivates employees to achieve maximum effectiveness in managing a diverse and high-volume workload.
5%	Miscellaneous (M) Acts as a backup to other Manager V positions within the Industry Services Branch, providing leadership continuity and operational support as needed. Assists in managing branch activities during periods of absence, increased workload, or special projects, ensuring consistent oversight and adherence to departmental policies and objectives. Performs additional job-related duties as required, including contributing to branch initiatives, supporting cross-functional collaboration, and responding to emergent operational needs to maintain efficient and effective program delivery.



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Supervision Received: The Manager V, DMV, will report directly to the Assistant Division Chief/Program Manager. This position is subject to general direction and is expected to carry out necessary activities with minimal to no direction.
Supervision Exercised and Staff Numbers: Oversees a management staff consisting of one (1) Manager IV, two (2) Manager IIIs, and an MST. The incumbent indirectly supervises over 112 employees through subordinate managers.
Physical Requirements: Incumbent will sit at a workstation using a personal computer (PC) for extended periods of time and frequently responds to telephone and e-mail inquiries. Bending, lifting, and extending arm will be required. May be required to transport personal shred bins and boxes of paper (10 pounds or less).
Special Requirements: None
Personal Contacts: The Manager V has daily contact with departmental staff, the public, and other agencies, including, but not limited to the California Highway Patrol, Federal Motor Carrier Administration, inter/intrastate motor carriers, insurance companies, leasing companies and freight forwarders by telephone, email, in person and by mail. 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



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

206-8730-906

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE