

POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 8734 Manager III DMV
Branch: Region I	Working Title: Office Manager
Unit: Redding	Tenure/Timebase: Permanent Fulltime
Position City: Redding	Position County: Shasta County
Position Number: 551-8734-041	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: 05/26/2022

Direction Statement and General Description of Duties: Under the general direction of the Area Manager, manages a Grade III 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 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.	
Percentage and Essential/Marginal Functions:	
30%	(E)

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	Daily Supervision 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%	(E) Budgets Develops and monitors the data/projections based on the office's prior workloads and current staffing levels. Makes projections for scheduling staff throughout the year. Monitors budget-year work and spending plans utilizing production statistics reports, office roster, and budget reports, and provides information to the Area Manager. Develops office goals and plans/implements strategies to meet goals using monitoring systems.
20%	(E) Equipment Monitoring and Technology Implements new programs such as Motor Voter, electronic drivers license application, and the use of chrome tablets by customers for information verification. Monitors automated system to evaluate the impact on daily operational efficiency and maintain the integrity of the system; provides results to the Regional Administrator pertaining to the new technology and program information. Communicates information on office policies and procedures to the office staff. Encourages feedback on significant office/work related issues to subordinate staff.
10%	(E) Facilities Makes recommendations on facilities maintenance; delegates to the administrative manager primary responsibility for resolving facility-related issues; follows accepted and approved procedures in implementing repairs; provides data to the Area Manager regarding the need for additional facilities or facility improvements.
10%	(E) Customer Service and Training Provides and disseminates office information and available resources to subordinate staff through training, guidance, oversight, 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 the DMV.
5%	(M) Miscellaneous Other duties as required.

DEPARTMENT OF MOTOR VEHICLES

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Supervision Received: The Manager III, Department of Motor Vehicles (DMV), Office Manager, reports directly to and receives the majority of assignments from the Area Manager.

Supervision Exercised and Staff Numbers: Direct supervision: one Manager II, Administrative Manager. Through subordinate supervisor's, allocated to supervise a staff of approximately 20-35 employees. Typical reports consist of Managers, Senior Motor Vehicle Technicians, Control Cashiers, 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 departmental staff as well as the public by phone, email, in person, 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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Supervision Received:

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Physical Requirements:
Special Requirements:
Personal Contacts:

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