

POSITION DUTY STATEMENT

Division: Operations Division	Classification Title: 1890 Senior Motor Vehicle Technician
Branch: Industry Services Branch	Working Title: Senior Motor Vehicle Technician
Unit: Account Management Unit	Tenure/Timebase: Permanent Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 120-1890-007	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: 12/11/2024

Direction Statement and General Description of Duties: Under the direction of the Manager II, the Senior Motor Vehicle Technician (SMVT) will work independently, with minimal supervision to perform complex, difficult, and sensitive technical work assignments pertaining to the Account Management Unit (AMU), which includes the Employer Pull Notice (EPN) program, Government, Law Enforcement, and Commercial Requesters and associated billing accounts when applicable.	
Percentage and Essential/Marginal Functions:	
35%	Process Support (E)

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	Conduct a 100% quality control check daily for all work produced. Provide training to employees on AMU workload, assist and compile incoming on-hand inventory and production counts for management to complete the weekly and monthly workload reports relating to AMU. Update the various databases/spreadsheets. Ensure workload volumes processed accurately and in a timely manner. Analyze workflow or workload to make recommendations for improvements. Provide back up to other SMVT's as needed. Provide support to peers and management in identifying processing problems, act as liaison between management and staff regarding work processes; provide resolution or suggestions for improvement of the processes, while ensuring the Department and its customers comply with statutes and regulations. Identify training needs and provide extended training to peers as needed. Comply with the established retention and purge criteria/procedures to maintain and monitor account files. Resolve complex customer complaints and or requests for access and communicate with the customers via phone, mail and e-mail.
25%	Advanced Resolution (E) Review, analyze, process, and resolve the more complex and difficult customer issues/conflicts pertaining to commercial and government requester accounts. This includes analyzing applications for completeness, and ensuring the information complies with the Department's policies, regulations, vehicle codes and procedures pertaining to the processing and billing of accounts. Follow security provisions for accessing the Department's database files. Use Quick Web, Rumba, online Requester Portal and Secure File Transfer (SFT) to retrieve information.
10%	Database Integrity (E) Process error corrections with password authority due to data entry departmental error or customer application error in processing EPN workloads. Maintain, monitor and update EPN Batch Update/Control Error Report. Compile, prepare, review and monitor statistical reports or data relating to all Public/Commercial Operations Units to include: Update the APU/EPN DNR (Do Not Restore) list, EPN Enhancement DL Validation, RUMBA, online Requester Portal and other related databases, utilizing a Personal Computer (PC) and other devices. Prepare and write Information Services Branch (ISB) Referrals for EPN issues.
10%	Account Billing (E) Prepare and bill bulk requester customers monthly. Provide billing information to commercial and EPN requesters via telephone or written correspondence. Monitor and update the Delinquent account reports for submission for Relief of Accountability,

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	update dishonored check logs, process demand for payment letters, maintain logs for accuracy and close accounts for non-payment as needed.
10%	Correspondence (M) Handle and prepare correspondence for emails, memos, and telephone briefs for issues as necessary via phone, written correspondence, or email. Prepare and write procedures for new processes as needed. Review and update unit procedures on various workloads following the set schedule. Answer management telephone line as needed.
5%	Special Projects (M) Participate in special projects and assignments as opportunity provides. Assist with the mailing, stuffing, and folding of the EPN printouts. May represent the Department and/or AMU as a technical expert in meetings or as a witness in court providing testimony.
5%	Other (M) Other duties as required within scope of classification.

Supervision Received: The SMVT reports to a Manager II and is expected to carry out necessary activities without direction, except as new or unusual circumstances require.

Supervision Exercised and Staff Numbers: The SMVT provides expertise and quality control services for AMU MVRs and MVAs. No direct supervision exercised.

Physical Requirements: Works in an office setting, with artificial light and temperature control that requires prolonged sitting.

Special Requirements: Fingerprint/Criminal Record Clearance required. Must be able to lift 10-19 lbs.

Personal Contacts: Will interact with customers electronically and departmental staff in person. 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

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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