STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

602-8746-001

Division: Field Operations Division	**Classification Title**: 8746 Manager I DMV
Branch: Region III	**Working Title**: Front Line Manager
Unit: South Sacramento	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 602-8746-001	**CBID/Bargaining Unit**: S01
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**: Yes
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: 2	**Date Approved**: 11/09/2018

Direction Statement and General Description of Duties: Under the general direction of the Manager III, Administrative Manager, in a Grade V field office, plans, assigns, directs, and reviews the work of DMV employees performing vehicle registration, driver licensing, and related work. Makes decisions on office problems ranging in difficulty level from average to the more complex issues requiring interpretation of the law and departmental policy. Ensures staff follow office procedures, expectations, and processing laws. Estimates volume, timing, and nature of future office workloads. Plans and schedules the work of employees. Selects, trains, and monitors employees and evaluates their performance.

Percentage and Essential/Marginal Functions:

40%	**(E)**

	Daily Supervision Supervises the daily tasks of staff responsible for processing vehicle registration and driver license applications, utilizing automated processes, collecting fees and giving written and visual examinations. Schedules and organizes work assignments and shift personnel to meet workload fluctuations. Maintains attendance, scheduling and workload logs and supervises the preparation of daily workload reports.
20%	**(E)** Reviewing Employee Work and Performance Reviews, monitors, and evaluates employee work and performance. Supervises the training of new employees and conducts in-service training of experienced employees. Communicates changes in work procedures to employees, maintaining current knowledge of all office procedures. Discusses quality of production and public relations with employees in accordance with the department's mission and goals.
15%	**(E)** Resolving Problems Answers general driver licensing and vehicle registration questions. Discusses and resolves difficult problems and complaints with the public. Interprets, applies, and explains to the public, organizations, and other government jurisdictions the provisions of the law and administrative regulations, policies, and procedures concerning registration and ownership of motor vehicles and the licensing of drivers to resolve conflicts and ensure quality customer service is provided. Communicates effectively with the Network Control Center and other Headquarters staff units in the resolution of problems.
10%	**(E)** Reviewing Reports Gathers and analyzes workload data to review office budget, equipment, and staffing needs. Reviews automated reports for errors, production volumes, misuses of the automated system, etc., to ensure compliance with departmental policies and directives.
5%	**(M)** Documentation and Performance Appraisal Prepares probationary and performance appraisal reports. Maintains documentation for progressive disciplinary actions and advises management of disciplinary problems, recommending corrective actions as necessary.
5%	**(M)**

	Hiring Interviews and recommends the hiring of prospective candidates to the Administrative Manager. Completes required hiring documentation to fill vacant positions.
5%	**(M)** Performs other duties as required.

Supervision Received: The Manager I performs tasks under general direction of the Manager III, Administrative Manager.
Supervision Exercised and Staff Numbers: First level supervision of the following staff: two (2) - Motor Vehicle Representatives seven (7) - Licensing-Registration Examiners
Physical Requirements: Works in a fast paced environment with constantly changing priorities in an office setting with artificial light. Operates a computer terminal; gives presentations; and participate at meetings. Ability to communicate effectively with internal/external customers. Requires fine hand manipulation and repetitive use of hands. Occasional reaching above shoulder level, occasional bending/stooping , and occasional lifting up to twenty pounds.
Special Requirements: Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; and principles of effective supervision. Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; and organize and direct the work of others. 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.
Personal Contacts: Will interact with departmental staff as well as the public by 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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

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Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:

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Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

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