STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

231-1897-064

Division: Operations Division	**Classification Title**: 1897 Motor Vehicle Representative
Branch: Driver Licensing Branch	**Working Title**: Motor Vehicle Representative
Unit: Issuance Control	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 231-1897-064	**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**: 03/28/2024

Direction Statement and General Description of Duties: Under the direction of an immediate supervisor, the incumbent performs tasks with a courteous and tactful approach to providing customer service. The incumbent interacts respectfully and effectively with supervisors, peers, internal and external stakeholders, and interprets and applies the provisions of the California Vehicle Code and other laws, administrative regulations, policies, and technical procedures via various communication methods.

Percentage and Essential/Marginal Functions:

40%	**Driver License/Identification (DL/ID) Card Processing (E)**

	Interprets, applies, and provides superior customer service when explaining to the public the provisions of the Vehicle Code and other laws, administrative regulations, policies, and procedures pertaining to the licensing of drivers and obtaining an identification card. Accurately formulates thorough and effective responses to inquiries for technical and procedural guidance to resolve customer concerns regarding the application or issuance of a driver license or ID card. Processes transactions received from internal and external customers. Furnishes the public with and/or explains the use of departmental forms, memorandum, and various documentation for DL/ID transactions via written correspondence, email, or telephone. Reviews applications and supporting documentation to verify the authenticity, signatures, and completeness of information. May collect payments for various fees and penalties from customers and submit collected fees to a Control Cashier for reconciliation purposes.
30%	**Communication and Customer Service (E)** Responds to internal and external inquiries from stakeholders regarding DL/ID records, using various DMV databases, programs, and digital channels.
10%	**Document Evaluation and Data Entry (E)** Analyzes and updates DL/ID records. Processes DL/ID related applications using DMV's databases and applications.
10%	**Reference Material (M)** Reviews new memos, policies, and procedures in order to update reference material and accurately respond to customer requests for information or to process DL/ID transactions.
5%	**Other Duties as Required (M)** Participates in special projects, mail processing, and filing. Performs other job-related duties as required.
5%	**Training and Miscellaneous (M)** Attends formal and informal training to stay updated on departmental policies, procedures, and regulatory requirements pertaining to DL/ID and other related matters. Stocks workstations with the appropriate forms and supplies. Destroys confidential forms, documents, and materials according to departmental retention policies.

Supervision Received: The Motor Vehicle Representative (MVR) performs tasks under the guidance of a lead/technical subject matter expert (SME) and under the immediate supervisor, most commonly a Manager I, DMV.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Able to sit or stand and perform data entry for long periods of time with frequent use of the telephone or softphone headset. Occasionally exerts a negligible amount of force to move various materials, such as boxes, up to 25 lbs. Requires the ability to move around the unit, occasionally twisting, bending, reaching, repetitive movement of the hand(s), data entry.
Special Requirements: Saturday/extended office hours may be required. Position may require rotation and cross-training in other units for assistance.
Personal Contacts: Interacts with departmental staff and the general public in person, by phone, via e-mail, and in written correspondence. Interactions may range from general to 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
