DMV DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

187-1897-003

Division: Operations Division	**Classification Title**: 1897 Motor Vehicle Representative
Branch: Registration Resolutions Branch	**Working Title**: Motor Vehicle Representative
Unit: Refunds	**Tenure/Timebase**: Limited Term Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 187-1897-003	**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**: 06/04/2026

Direction Statement and General Description of Duties: Under the direction of an immediate supervisor, the incumbent performs tasks with a courteous and tactful approach in 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%	**Registration Processing and Analysis (E)**

	Interprets, applies, and provides superior customer service when explaining the provisions of the Vehicle Code and other laws, administrative regulations, policies, and procedures pertaining to the registration and ownership of motor vehicles. Accurately formulates thorough and effective responses to inquiries for technical procedural guidance to resolve customer concerns regarding vehicle registration. Processes transactions received from internal and external customers. Reviews applications and supporting documentation to verify for signatures and completeness of information. Furnishes the public with and/or explains the use of departmental forms, applications, memorandum, and various documentation for registration transactions via written correspondence, email, or telephone.
30%	**Communication and Customer Service (E)** Responds to internal and external inquiries from stakeholders regarding vehicle registration records, using various DMV databases, programs, and digital channels.
10%	**Fee Determination and Collection (E)** Determines the appropriate fees and penalties for registration, and other related transactions to ensure the appropriate amount is collected. Where appropriate, may collect payments for various fees and penalties from customers. Verifies and issues receipts, accountable items, and applicable documents (e.g., registration). Responsible for proper allocation of credit media/checks submitted by the public and field offices. Balances processed transactions, accounts for applications keyed and submits collected fees to a Control Cashier or designee for reconciliation purposes.
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 vehicle registration transactions.
5%	**Training and Miscellaneous (M)** Attends formal and informal training to stay updated on departmental policies, procedures, and regulatory requirements pertaining to vehicle registration and ownership, and other related matters. Reconciles accountable items (e.g., registration stickers, license plate, disabled placards) to ensure that the proper inventory is present. Stocks workstations with the appropriate forms and supplies. Destroys confidential forms, documents, and materials according to departmental retention policies.
5%	**Other Duties as Required (M)**

	Participates in special projects, mail processing, and filing. Performs other job-related duties as required.

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. 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 written correspondence. Interactions may range from 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