STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

465-8746-005

Division: Field Operations Division	**Classification Title**: 8746 Manager I DMV
Branch: Region VIII	**Working Title**: Office Manager
Unit: San Marcos IBC	**Tenure/Timebase**: Permanent Fulltime
Position City: San Marcos	**Position County**: San Diego County
Position Number: 465-8746-005	**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**: 01/13/2023

Direction Statement and General Description of Duties: Under the general direction of the Area Manager, manages a Grade I Industry Business Center (IBC) providing driver license, vehicle registration and other services to the public. The IBC 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 IBC 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)**

	Daily Supervision (E) Manages, plans, organizes, directs, and controls the work assignments of subordinate staff to ensure that all work is processed in a timely manner and the public is properly served. 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.
25%	**(E)** Budgets (E) 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 (E) 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 Area Manager 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 (E) Makes recommendations on facilities maintenance; resolves 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 (E) 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 (M) Conducts and scores driving performance evaluations to determine whether examinees possess at least the minimum level of skill and knowledge required to operate a motor vehicle. Prepares detailed summaries and comments regarding the results of driving performance evaluations. Issues instruction permits and temporary driver licenses to examinees that meet the requirements to operate a motor vehicle. Performs other duties as required.

Supervision Received: The Manager I, 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: Allocated to supervise a staff of 8-15 employees. Typical reports consist of Motor Vehicle Technicians 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. The position may require a valid California Driver License. The position may require participation in the DMV Pull Notice Program. May be required to work after hours based on business needs and workload fluctuations. 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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

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Direction Statement and General Description of Duties:	
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Supervision Received:

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