STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

183-1898-025

Division: Operations Division	**Classification Title**: 1898 Motor Vehicle Assistant
Branch: Registration Services Branch	**Working Title**: Motor Vehicle Assistant
Unit: Registration Processing II	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 183-1898-025	**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**:

Direction Statement and General Description of Duties: The Motor Vehicle Assistant (MVA) performs routine clerical and registration processing duties in support of Registration Processing Units I, II, and III. The MVA receives, opens, sorts, logs, and routes incoming mail and workload items; processes the least complex vehicle and vessel registration transactions, including renewals and payments; and responds to routine customer inquiries following state and federal laws, policies, and procedures.

Percentage and Essential/Marginal Functions:

35%	**Workload Sorting and Routing (E)**

	Receive, open, sort, count, and log incoming mail and workload items received from customers, field offices, other departmental units, and external stakeholders. Review and identify workloads by type, document category, and appropriate destination. Prepare lead sheets and maintain accurate logs and tracking records to document workload receipt, volume, and distribution. Organize, bundle, and route mail and workload items to the appropriate units. Identify misdirected, incomplete, or incorrectly sorted items and take appropriate action to ensure proper handling and timely distribution. Maintain an organized work area and ensure workloads are accurately logged and routed within established service goals.
35%	**Processing (E)** Review and process the least complex vehicle and vessel registration transactions in accordance with established law, departmental policies, procedures, and guidelines. Process registration renewals, review submitted documents, verify required information, and accurately enter transaction data into DMV systems. Review payments and associated documents for completeness and accuracy. Use DMV systems and applications to process transactions, maintain records, retrieve information, and support daily operations. Utilize Microsoft Office, including Outlook, Excel, and Word, to organize information, maintain tracking records, and prepare documents. Maintain accurate transaction records and meet established production, quality, and service goals.
20%	**Communication and Customer Service (E)** Clear verbal and written communication. Review and respond to customer correspondence, emails, and inquiries. Prepare clear, accurate, and professional written responses using established procedures, approved guidance, and departmental resources. Ensure customer correspondence is handled courteously, accurately, and timely while protecting confidential customer information.
10%	**Miscellaneous (M)**

	Assist with special projects, workload assignments, and process improvement efforts to support the department. Participate in training activities to develop and maintain knowledge of departmental policies, procedures, systems, and registration processing requirements. Assist with training new staff and providing guidance on routine assignments. Perform other duties as required.

Supervision Received: Under close supervision of a Manager I.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Able to sit, stand, and perform data entry, and sorting of physical documents for long periods of time. Occasionally exerts force to push, pull, carry, and move various materials such as boxes, bins, and carts, up to 25 lbs. Requires the ability to move around the unit, occasionally twisting, bending, reaching, repetitive movement of the hand(s).
Special Requirements: Fingerprint/Criminal Record Clearance required.
Personal Contacts: Interacts with departmental staff and the general public in-person, by phone, via email, 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