STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

512-8746-004

Division: Field Operations Division	**Classification Title**: 8746 Manager I DMV
Branch: Region VII	**Working Title**: Front Line Manager
Unit: San Bernardino	**Tenure/Timebase**: Permanent Fulltime
Position City: San Bernardino	**Position County**: San Bernardino County
Position Number: 512-8746-004	**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**: Spanish
Sensitive Position: No	**DMV Employee Pull Notice**: Yes
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: 2	**Date Approved**: 06/20/2022

Direction Statement and General Description of Duties: Under the general direction of the Administrative Manager in a Grade IV 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.
10%	**(E)** Documentation, Performance Appraisal, and Hiring Prepares probationary and performance appraisal reports. Maintains documentation for progressive disciplinary actions and advises management of disciplinary problems, recommending corrective actions as necessary. Interviews and recommends the hiring of prospective candidates to the Administrative Manager. Completes required hiring documentation to fill vacant positions.

5%	**(M)** Miscellaneous Conducts and scores driving performance evaluations to determine whether examinees possess atleast the minimum level of skill and knowledge required to operate a motor vehicle. Prepares detailedsummaries and comments regarding the results of driving performance evaluations. Issues instructionpermits and/or temporary driver licenses to examinees that meet the requirements to operate a motorvehicle. Perform other duties as required.

Supervision Received: The Manager I, Department of Motor Vehicles (DMV) performs tasks under the general direction of the Office Manager.
Supervision Exercised and Staff Numbers: Allocated to supervise a staff of 8-15 employee's. Typical reports consist of Motor Vehicle Representatives, Licensing Registration Examiners, Control Cashiers, Senior Motor Vehicle Technicians, and Custodians.
Physical Requirements: Works in an office setting assisting both internal and external customers with DMV related matters. May sit for extended periods of time.
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 Medical Clearance prior to being hired. 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 staff, peers, other departmental employee's, and the public in person, by telephone, e-mail, 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