STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

754-8734-001

Division: Policy Division	**Classification Title**: 8734 Manager III DMV
Branch: Registration Policy Branch	**Working Title**: Manager III
Unit: Special Plates & Customer Support Unit	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 754-8734-001	**CBID/Bargaining Unit**: E48
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**: 10/27/2026

Direction Statement and General Description of Duties: Under the direction and with the assistance/guidance of the Manager V, Department of Motor Vehicles (DMV), the Manager III, DMV, is responsible for complex research, analyses, and problem solving for several major segments within the Special Plates & Customer Support Unit. These include the National Motor Vehicle Titling Information System (NMVTIS), Specialized Licensing Plate (SLP) program.

Percentage and Essential/Marginal Functions:

40%	**(E)** Conducts analyses on NMVTIS error reports such as, Duplicate Vehicle Identification Reports. Introduces potential resolution options to the Manager V, DMV regarding

	NMVTIS system errors such as, batch error processing and trends. Gathers and collects data on post implemented policy and procedural changes impacting the unit and/or outside entities. With guidance from the Manager V, develops policy and procedures and evaluation standards for implementing changes to the NMVTIS program. Implements NMVTIS changes. Gathers and collects data for the Manager V to conduct cost and risk analysis for the NMVTIS program. Participates as a lead and/or subject matter expert on assigned projects of moderate complexity such as, best practices rules committee for the NMVTIS program.
30%	**(E)** Conducts research and analyses, with guidance from the CAD administrator, on policy and procedural changes to the CAD program impacting internal and external entities such as, statutes driven by legislation mandates that effect the Special Processing Unit and the Air Resources Board. Request customers surrender verbally and in writing decals issued in error.
20%	**(E)** Conducts research and analyses, with guidance from the SLP administrator, on policy and procedural changes impacting internal and external entities such as, statutes driven by legislation mandates. Conducts secondary reviews on Environmental License Plates. Reviews and determines customer compliance of vehicle code license plate configurations. Reviews and determines customer compliance of new plate programs. Prepares recall letters mandated by an Office of Administrative Law.
10%	**(M)** Accompanies the Manager V to meetings involving legislation, other agencies, and organizational meetings. Back-up support, as directed, to the Manager V, DMV, SLP Administrator, and the CAD Administrator. Performs other duties as required.

Supervision Received: The Manager III performs duties under the direction of the Manager V.
Supervision Exercised and Staff Numbers: None
Physical Requirements: Will utilize a computer, telephone, printer, fax machine, and copier.
Special Requirements: Effective verbal and written communication, strong registration program knowledge, PC skills, strong analytical and problem solving skills, interpersonal skills and excellent

customer service.
Personal Contacts: The Manager III has daily contact with departmental staff, the public, and other agencies and organizations. Interactions may be confidential, general, technical, 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

STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

754-8740-003

POSITION DUTY STATEMENT

Division: Policy Division	**Classification Title**: 8740 Manager II DMV
Branch: Registration Policy Branch	**Working Title**: Manager II
Unit: Special Plates & Customer Support Unit	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 754-8740-003	**CBID/Bargaining Unit**: E48
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**: 10/27/2026

Direction Statement and General Description of Duties: Under the direction and with the assistance/guidance of the Manager V, Department of Motor Vehicles (DMV), the Manager II, DMV, is responsible for moderate complexity research, analyses, and problem solving for several major segments within the Special Plates & Customer Support Unit. These include the National Motor Vehicle Titling Information System (NMVTIS), Specialized Licensing Plate (SLP) program.

Percentage and Essential/Marginal Functions:

40%	**(E)** Conducts analyses on NMVTIS error reports such as, Duplicate Vehicle Identification Reports. Introduces potential resolution options to the Manager V, DMV regarding

	NMVTIS system errors such as, batch error processing and trends. Gathers and collects data on post implemented policy and procedural changes impacting the unit and/or outside entities. With guidance from the Manager V, develops policy and procedures and evaluation standards for implementing changes to the NMVTIS program. Implements NMVTIS changes. Gathers and collects data for the Manager V to conduct cost and risk analysis for the NMVTIS program. Participates as a lead and/or subject matter expert on assigned projects of moderate complexity such as, best practices rules committee for the NMVTIS program.
30%	**(E)** Conducts research and analyses, with guidance from the CAD administrator, on policy and procedural changes to the CAD program impacting internal and external entities such as, statutes driven by legislation mandates that effect the Special Processing Unit and the Air Resources Board. Request customers surrender verbally and in writing decals issued in error.
20%	**(E)** Conducts research and analyses, with guidance from the SLP administrator, on policy and procedural changes impacting internal and external entities such as, statutes driven by legislation mandates. Conducts secondary reviews on Environmental License Plates. Reviews and determines customer compliance of vehicle code license plate configurations. Reviews and determines customer compliance of new plate programs. Prepares recall letters mandated by an Office of Administrative Law.
10%	**(M)** Accompanies the Manager V to meetings involving legislation, other agencies, and organizational meetings. Back-up support, as directed, to the Manager V, DMV, SLP Administrator, and the CAD Administrator. Performs other duties as required.

Supervision Received: The Manager II performs duties under the direction of the Manager V.
Supervision Exercised and Staff Numbers: None
Physical Requirements: Works in an office setting, in a cubicle, with artificial lighting. Will utilize a computer, telephone, printer, fax machine, and copier.

Special Requirements: Effective verbal and written communication, strong registration program knowledge, PC skills, strong analytical and problem solving skills, interpersonal skills and excellent customer service.
Personal Contacts: The Manager II has daily contact with departmental staff, the public, and other agencies and organizations. Interactions may be confidential, general, technical, 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

STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

754-8746-XXX

Division: Policy Division	**Classification Title**: 8746 Manager I DMV
Branch: Registration Policy Branch	**Working Title**: Manager I
Unit: Special Plates & Customer Support Unit	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 754-8746-XXX	**CBID/Bargaining Unit**: E48
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**: 10/27/2026

Direction Statement and General Description of Duties: Under the direction and with the assistance/guidance of the Manager V, Department of Motor Vehicles (DMV), the Manager I, DMV, is responsible for least complex research, analyses, and problem solving for several major segments within the Special Plates & Customer Support Unit. These include the National Motor Vehicle Titling Information System (NMVTIS), Specialized Licensing Plate (SLP) program.

Percentage and Essential/Marginal Functions:

40%	**(E)** Conducts analyses on NMVTIS error reports such as, Duplicate Vehicle Identification Reports. Introduces potential resolution options to the Manager V, DMV regarding

	NMVTIS system errors such as, batch error processing and trends. Gathers and collects data on post implemented policy and procedural changes impacting the unit and/or outside entities. With guidance from the Manager V, develops policy and procedures and evaluation standards for implementing changes to the NMVTIS program. Implements NMVTIS changes. Gathers and collects data for the Manager V to conduct cost and risk analysis for the NMVTIS program. Participates as a lead and/or subject matter expert on assigned projects of moderate complexity such as, best practices rules committee for the NMVTIS program.
30%	**(E)** Conducts research and analyses, with guidance from the CAD administrator, on policy and procedural changes to the CAD program impacting internal and external entities such as, statutes driven by legislation mandates that effect the Special Processing Unit and the Air Resources Board. Request customers surrender verbally and in writing decals issued in error.
20%	**(E)** Conducts research and analyses, with guidance from the SLP administrator, on policy and procedural changes impacting internal and external entities such as, statutes driven by legislation mandates. Conducts secondary reviews on Environmental License Plates. Reviews and determines customer compliance of vehicle code license plate configurations. Reviews and determines customer compliance of new plate programs. Prepares recall letters mandated by an Office of Administrative Law.
10%	**(E)** Accompanies the Manager V to meetings involving legislation, other agencies, and organizational meetings. Back-up support, as directed, to the Manager V, DMV, SLP Administrator, and the CAD Administrator. Performs other duties as required.

Supervision Received: The Manager I performs duties under the direction of the Manager V.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Will utilize a computer, telephone, printer, fax machine, and copier.
Special Requirements: Effective verbal and written communication, strong registration program knowledge, PC skills, strong analytical and problem-solving skills, interpersonal skills and excellent

customer service.
Personal Contacts: The Manager I has daily contact with departmental staff, the public, and other agencies and organizations. Interactions may be confidential, general, technical, 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

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MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE