STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

Division: Customer Services Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Contact Centers Branch	**Working Title**: Senior Technician
Unit: Riverside Contact Center	**Tenure/Timebase**: Permanent Fulltime
Position City: Riverside	**Position County**: Riverside County
Position Number: 431-1890-XXX	**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**: 09/11/2026

Direction Statement and General Description of Duties: Under the general direction of the Manager I, the Senior Motor Vehicle Technician (SMVT) serves as a subject matter expert (SME) and escalation point for resolving complex customer service issues related to vehicle registration, driver licensing, and administrative procedures governed by the California Vehicle Code (CVC) and departmental policies. The SMVT provides high-level technical support to internal and external stakeholders, ensures accurate interpretation and application of applicable regulations, and supports ongoing training and mentorship efforts. SMVTs perform their duties in alignment with established performance goals and service-level agreements (SLAs), adhering to policies, documented procedures, and formal training within the scope of supervisory guidance.

Percentage and Essential/Marginal Functions:	
35%	**Escalated Customer Support and Technical Problem Resolution (E)** Responds to written and telephone inquiries from internal and external stakeholders, including public customers, other government departments, and DMV divisions, via email, social media, live chat, written correspondences and/or phones, using professional and courteous communication standards. Reviews and analyzes driver license (DL) and vehicle registration (VR) records to identify errors, determines applicable requirements, and resolves escalated problems. These issues may involve Real ID, legal presence, driving under the influence (DUI), Administrative Per Se (APS), ignition interlock device (IID), financial responsibility, Department of Child Support, and commercial driver license (CDL) suspensions and reinstatements. Additional cases may include salvage retentions, lien sales, junk vehicles, non-resident registration, transfer without probate, and suspense items. Collaborates with specialized headquarters units, such as the Customer Care Section and Field Office Support Unit, to correct system coding or resolves mis-processed transactions.
30%	**Public Information, Mentorship and Training (E)** Provides clear and accurate explanations of the California Vehicle Code (CVC), regulations, and online DMV services (e.g., registration/driver license renewals, appointment booking). Mentors team members that are participating in contact center trainings; provides constructive feedback and guidance during on-the-job training. Offers continuous support and refresher training to MVRs and SMVTs to ensure consistent service quality and regulatory compliance. Supports managers in other areas by monitoring miscellaneous functions, such as mail and transcribing; troubleshooting problems with telephone and computer systems; and opening and closing the office.
20%	**Special Projects and Subject Matter Expertise (E)** Acts as a resource for MVRs and SMVTs seeking job shadowing or career development opportunities. Assists peers in resolving the most complex customer problems relating to registration ownership, driver license procurement, identification, and occupational licensing.
10%	**Communication, Customer Advocacy and Continuous Improvement (E)** Maintains effective communication with contact center leadership regarding emerging customer service trends, technical issues, or systemic concerns. Participates in departmental focus groups and projects aimed at improving system usability, policy clarity, or service delivery standards. Performs root cause analysis on recurring issues and

	recommends operational improvements based on customer insights and data-driven trends. Advocates for the customer experience in process refinement and decision-making discussions.
5%	**Other Duties (M)** Performs duties directly related to the SMVT classification and within the scope of documented training and supervision.

Supervision Received: The Senior Motor Vehicle Technician (SMVT) performs tasks under general direction of the Manager I, Department of Motor Vehicles (DMV).
Supervision Exercised and Staff Numbers: None
Physical Requirements: Requires prolonged sitting, use of the telephone, personal computer, and copier.
Special Requirements: Ability to provide superior customer service to our customers via live chat, email and the telephone. Fingerprint/Criminal Record Clearance required.
Personal Contacts: Will interact with departmental staff in person as well as the public by phone.

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