STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

266-8730-002

Division: Operations Division	**Classification Title**: 8730 Manager V DMV
Branch: Driver Licensing Branch	**Working Title**: Financial Responsibility Unit Manager
Unit: Insurance Unit	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 266-8730-002	**CBID/Bargaining Unit**: M01
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**: Yes
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**:

Direction Statement and General Description of Duties: Under the general direction of the Assistant Division Chief/Program Manager, the Financial Responsibility (FR) Unit Manager is responsible for the overall operations of the unit, which includes administering the provisions of the California Vehicle Code (CVC) sections relating to the Compulsory FR law, Civil Judgments, and the suspension, reinstatement, restriction, or issuance of driver licenses. Actively supports the department's mission and goals. Duties include the following major responsibilities:

Percentage and Essential/Marginal Functions:

35%	**(E)**

	Organizes, supervises, and coordinates the functions, personnel and expenditures of the unit to ensure consistency with departmental objectives and policies through three (3) subordinate managers. Oversees activities of the Insurance Unit (IU), which include: processing traffic accident reports, insurance documents, civil judgments; FR hearings through Driver Safety; Self Insurance and Cash Deposit programs; customer telephone inquiries; and workflow coordination with other units, branches, divisions, and agencies. Recommends, reviews and implements Robotic Process Automation and Virtual Field Office programs that will assist with streamlining customer service goals and unit workloads.
25%	**Personnel Management (E)** Personnel functions such as recruiting, hiring, and writing administrative evaluations. Initiates and reviews disciplinary and administrative actions through the application of progressive discipline. Completes various documents associated with personnel transactions including but not limited to: justification memorandums, duty statements, and leave benefit documents. Provides mentoring and direction to subordinate managers on more difficult personnel issues. Works collaboratively with the Human Resources Branch on various personnel issues including Workers Compensation, Reasonable Accommodation, Equal Employment Opportunity Guidelines, and other high-level personnel issues. Ensures employees adhere to all applicable departmental policies and procedures, employee work expectations, and the division's policies and procedures. Reviews, monitors, and addresses employee performance through probationary reports and Individual Development Plans. Facilitates and promotes upward mobility and succession planning for all staff.
15%	**Communication (E)** Ensures the timely review and preparation of suggested responses to correspondence. Assists in the composition, editing, and proofreading of letters for the signature of subordinate staff, the Branch Chief, Deputy Director, and Director, members of the Legislature, the California State Transportation Agency Secretary, and the Governor's Office. Handles the most difficult, complex, or high-level telephone calls and correspondence with the public and field office personnel. Communicates with stakeholders regarding the functions of IU, including but not limited to attorneys, law enforcement, other departmental divisions, state agencies, and out-of-state driver licensing jurisdictions. Reviews and assigns written correspondence to IU staff regarding office practices, policies, procedures, and individual cases subject to VIP and FR laws. Facilitates weekly meetings with IU subordinate managers and staff. May facilitate regular or unscheduled meetings with all levels of DMV staff (including the directorate), stakeholders or the public.

10%	**Policy Development (E)** Collaborates with divisional policy staff to coordinate and implement procedures and influences policy relating to public contact, mandatory driver license actions, vehicle insurance program and driver license (DL) or personal identification (ID) records. Identifies future customer service needs and implements new procedures resulting from law or administrative changes. Provides workload and personnel assumptions for new legislation and maps new work processes.
10%	**Administrative Support (E)** Acts as a subject matter expert in court appearances to include depositions and trial testimony. Consults with the judiciary, attorneys, and other public entities on complex legal matters. Resolves complex issues related to the Compulsory FR Law. Directs the activities of the Driver Accountability Section (i.e. the Mandatory Actions Unit and the IU) in the absence of the Assistant Division Chief/Program Manager.
5%	**Miscellaneous (M)** May participate in public presentations and outreach events. Provides direct oversight to staff working on special projects and assignments. Functions as the project manager for unit driven work processes. Performs other job-related duties as required.

Supervision Received: The Manager V reports to the Assistant Division Chief/Program Manager and may report to, or receive assignments from, the Branch Chief. The Manager V receives minimal supervision; the position is subject to a minimum of general direction.

Supervision Exercised and Staff Numbers: Incumbent directly supervises one (1) Manager II, two (2) Manager IIIs, and one (1) Office Technician (Typing). The Manager V oversees a major organizational section in the headquarters office and indirectly supervises the unit composed of various DMV classifications (e.g. MGR Is, SMVTs, MVRs, and MVAs).

Physical Requirements: Incumbent will sit at a workstation using a personal computer (PC) for extended periods of time; frequently responds to telephone and e-mail inquiries. Regularly traverses the unit. Bending, lifting, and arm-extension may be required. May be required to transport personal documents to confidential destruction bins, and boxes of paper (10 pounds or less). May be required to travel.

Special Requirements: Enrollment in the DMV Pull Notice Program; possession of a valid driver license of the appropriate class issued by the DMV. Must complete the Department of General Services (DGS)

Defensive Driver Training every four (4) years as required.
Personal Contacts: Interacts in-person, by telephone, correspondence, and e-mail with the Department's Directorate, internal customers, stakeholders, staff, the public, and law enforcement. 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