STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

231-8730-002

Division: Operations Division	**Classification Title**: 8730 Manager V DMV
Branch: Driver Licensing Branch	**Working Title**: Manager V
Unit: Issuance Control	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 231-8730-002	**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 Driver Licensing Branch Assistant Division Chief/Program Manager, the Issuance Manager is responsible for the overall operations of the unit processes which involve various types of work associated with the issuance and control of driver licenses, personal documents and Social Security numbers. Duties include the following major responsibilities:

Percentage and Essential/Marginal Functions:

35%	**Program Management (E)** Plans, organizes, supervises, and coordinates through two (2) subordinate managers, the functions, personnel, and expenditures of the unit to ensure consistency with

	departmental objectives and policies. Oversees activities involving all aspects of card productions, Commercial Driver License Information System, Problem Driver Pointer System, and Legal Presence Status Verification through Department of Homeland Security, Foreign Document Verification, Social Security Number verification, and coordinate workflow with other units, branches, divisions, and agencies. Directly responsible for production work under special circumstances for law enforcement, legislators, and high administrative officials. Develops goals and plans and implements strategies to meet goals. Identifies future service needs, identifies/implements manual or automated processes to improve and expedite services, and implement new procedures resulting from law or administrative changes. Prepares and interprets statistical data concerning workloads. Maintains statistics for various programs and project reporting.
25%	**Personnel Management (E)** Performs personnel functions such as recruiting, hiring, and writing administrative evaluations. Initiates and reviews disciplinary and administrative actions through the application of progressive discipline. Independently creates 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 to include, but not limited to Workers Compensation, Reasonable Accommodation, and Equal Employment Opportunity Guidelines. 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 difficult telephone calls with the public and field office personnel. Communicates with stakeholders regarding the functions of Issuance Unit to include, but not limited to attorneys, law enforcement, other DMV divisions and state agencies, and out-of-state driver licensing jurisdictions. Prepares and disseminates written correspondence to Issuance staff regarding office practices, policies and procedures. Facilitates meetings with Issuance staff, various DMV staff members and stakeholders.

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, driver and personal identification 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 issuance of a commercial or non commercial driver license. Directs the activities of the Secured Licensing Section in the absence of the Assistant Division Chief/Program Manager.
5%	**Miscellaneous (M)** May participate in public presentations and outreach events. Provides direct oversight of 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 two (2) subordinate Manager IIIs. The Manager V oversees a major organizational section in the headquarters office composed of various DMV classifications; therefore, the incumbent may indirectly supervise a unit of Manager Is, SMVTs, MVRs, and MVAs.

Physical Requirements: Incumbent works in a large office setting, in a semi-opened cubicle, in a fast-paced environment. Noise level is consistent with that of a busy production unit. Incumbent will sit at a workstation using a personal computer (PC) for extended periods of time and frequently responds to telephone and e-mail inquiries. Regularly traverses the unit. Bending, lifting, and extending arm will be required. May be required to transport personal shred bins and boxes of paper (10 pounds or less).

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 DGS Defensive Driver Training every four (4)

years as required. Desirable Qualifications: Strong leadership and mentorship skills, outstanding verbal and written communication skills and superior customer service skills. Prioritizing and organizational skills. Dependability, adaptability, and interpersonal skills. Knowledge of modern office methods, equipment and general procedures. Knowledge of PCs and advanced comprehension of various Microsoft programs (Word, Excel, Outlook, etc.) and DMV programs (Rumba, EASE, etc.)
Personal Contacts: Interacts in-person, by telephone, correspondence or e-mail with the Department's Directorate, internal customers, stakeholders, staff, 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