STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

286-8728-001

Division: Legal Affairs Division	**Classification Title**: 8728 Driver Safety Manager I
Branch: Driver Safety Branch	**Working Title**: Driver Safety Manager I (SNB IBC)
Unit: Driver Safety Fresno	**Tenure/Timebase**: Permanent Fulltime
Position City: Fresno	**Position County**: Fresno County
Position Number: 286-8728-001	**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**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: Yes
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: 2	**Date Approved**: 10/30/2026

Direction Statement and General Description of Duties: Under the direction of the Driver Safety Manager (DSM) II within the Driver Safety Branch, the DSM I is responsible for the daily operations in planning, organizing, assigning, and directing the work of a professional staff of Driver Safety Hearing Officers (DSHOs) in a District Office. The Driver Safety Branch is a post licensing control program that balances an individual's need to drive and the safety of the motor public, as statutorily defined in the California Vehicle Code.

Percentage and Essential/Marginal Functions:

35%	**Driver Safety Management (E)**

	Responsible for the daily operations in planning, organizing, assigning, and directing work of a professional staff of Driver Safety Hearing Officers (DSHOs). Supervises DSHOs and SMVTs engaged in Driver Safety work which includes interviews, reexaminations, and hearings for the motoring public. Maintains effective quality control measures to ensure accuracy and timeliness of work. Tracks requests for information and other documents with due dates. Coordinates vacation and work schedules to ensure accuracy and timeliness of work. Coordinates vacation and work schedules to ensure prompt, courteous and complete service to the public.
20%	**Staff Development (E)** Conducts quality reviews and evaluations of subordinate staff's performance. Provides coaching and guidance and initiates corrective measures when appropriate. Counsels and advises employees on performance appraisal and disciplinary matters using the Supervisory Guide to Employee Discipline. Prepares corrective action documentation. Assists employees in career development planning. Ensures staff receives the training necessary to accomplish Driver Safety goals. Identifies opportunities for individual improvements through the use of Probationary Reports, and annual Individual Development Plans. Initiates implementation of training plans and evaluates progress or improvements needed. Schedules department and Driver Safety training classes and facilitates weekly training meetings.
15%	**Administrative (E)** Handles various personnel matters and follows departmental policies and procedures related to employee issues including Family and Medical Leave Act and California Family Rights Act Provisions, Workers Compensation, and Equal Employment Opportunity rights. Communicates and meets with union representatives to resolve employee complaints and grievances. Assists with interviewing and hiring new employees. Reviews applications and screens applicants, interviews applicants as part of a panel, ensures clearances and eligibility are obtained, and completes the required documentation for filling positions using the DMV hiring guide and working with the Staff Services Branch.
15%	**Customer Relations (E)** Communicates with governmental agencies and the public. Provides customer service to internal and/or external customers, regarding driver license suspensions, Administrative hearings, and other Driver Safety contacts. Responds to complaints/concerns regarding Driver Safety contacts, relative to the driving privilege, by following the department's complaint process procedures. Responds to customers, internal and the public, and stakeholders, law enforcement and medical community through verbal, written, and in-

	person communication Writes correspondence letters and memos to internal and external customers. Prepares production reports and other statistics for DSM II, Regional Administrator, as requested.
10%	**Driver Safety Program Evaluation (E)** Participates in the planning, execution and evaluation of new programs and automation projects to streamline operations. Evaluates and recommends adoption or changes in proposed policy/procedure memos. Recommends changes to work methods, work standards and equipment requirements.
5%	**Other Duties (M)** Assumes the role of the District Manager of the Driver Safety Office in the absence of the DSM II. Performs other job-related duties as required.

Supervision Received: The incumbent reports to the Driver Safety Manager II of the San Diego Driver Safety Office, who will provide expectations, direction, instruction, and work collaboratively to ensure actions, decisions, and procedures are proper and timely, and in accordance with policy, procedures, and statute.
Supervision Exercised and Staff Numbers: The incumbent supervises Driver Safety Hearing Officers.
Physical Requirements: Exert up to 10 pounds of force occasionally, and a negligible amount of force to move boxes and files. Filing may include lifting above the head or below the waist.
Special Requirements: Employee Pull Notice (EPN) Program enrollment. Possession of a good driver record (as defined in the classification specifications). Completion of Defensive Driver Training as required.
Personal Contacts: The incumbent will establish contacts with all staff levels of the department, other governmental agencies, local law enforcement agencies, crime laboratories, legal professionals, and other community organizations who have an interest in the department. Interactions may be by phone, e-mail and in person, as needed. Additionally, 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

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Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:

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Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

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