STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

187-1890-003

Division: Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Registration Resolutions Branch	**Working Title**: Senior Motor Vehicle Technician
Unit: Refunds	**Tenure/Timebase**: Limited Term Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 187-1890-003	**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**:

Direction Statement and General Description of Duties: Under the direction of the Manager I, DMV, is responsible for on-the-job training for staff. Assist and develop staff with a comprehensive knowledge of registration. Understand both strengths and weakness, provide positive ideas and methods to ensure registration foundation and understanding of the all the various refund systems.

Percentage and Essential/Marginal Functions:

30%	**Operational Support (E)** Assist first level managers in the day-to-day planning, organizing, and directing of work-related technical and telephone activities of staff in providing vehicle registration

	information to the public based on the accurate interpretation and application of the provisions of the Vehicle Code and administrative regulations, policies, and technical procedures. Provide technicians with ongoing training and feedback to ensure an overall staff of knowledgeable, courteous, and efficient technicians. Develop and present Wednesday morning training sessions. Maintain effective oral and written communication skills.
30%	**Review and Process (E)** Assist technicians with the most complex problem resolutions relating to the registration/ownership of vehicles/vessels. Handle callbacks to field offices, region offices, headquarters units, as well as other internal and/or external customers. Assist technicians with or handle difficult and/or irate customers on referral from technicians. Determine appropriateness of documents, fees required, and perform related activities necessary to develop necessary course of action to recommend revocation or validation of vehicle registration, meanwhile protecting the integrity and security of department records. When appropriate, coordinate with management in other areas of the department (i.e., RAD, Legal Office, VR Policy, etc.) to consult and resolve work-related procedural or program problems.
30%	**Training (E)** Assist in orientation and on-the-job training of staff. May act as mentor for the training program for new hires. Provide employees with on-the-job training, monitoring and feedback, help develop employee's comprehensive knowledge of registration and the ability to present a good public image of courtesy and efficiency. Keep managers appraised of potential problems related to customer service, personnel, safety and security issues, or any other issue relating to the overall operation of the unit.
10%	**Process Improvement (M)** Be aware of the unit's objectives and resources and submit suggestions to streamline telephone coverage and upgrade the efficiency of the unit. Develop and implement new work-related procedures. Prepare and maintain statistical and historical reports for upper-level management. Assist in developing/managing an effective tracking system to review and monitor workload inventory and evaluate progress of related cases. Other duties as required.

Supervision Received: The SMVT reports directly to and receives work assignments from the Manager I, DMV. This position has supervision and contact with co-workers and team members.

Supervision Exercised and Staff Numbers: None
Physical Requirements: None
Special Requirements: None
Personal Contacts: The SMVT will interact with team members and management staff in person. 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