STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

179-1890-009

Division: Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Registration Services Branch	**Working Title**: Senior Motor Vehicle Technician
Unit: Registration Processing I	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 179-1890-009	**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**: 11/06/2026

Direction Statement and General Description of Duties: Under the general direction of the Manager I, review and process the more complex and difficult registration applications. Present workload training to new and existing staff responsible for performing a variety of technical, clerical and specialized work relative to vehicle and vessel registration processing; titling of vehicles and various other registration related task which are integral to the department's registration operations.

Percentage and Essential/Marginal Functions:

35%	**Operational Assistance & Planning (E)**

	Assists first level managers in the day-to-day planning, organizing, and directing of technical work and telephone activities of Motor Vehicle Representatives (MVRs) in providing vehicle/vessel 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.
25%	**Lead Direction (E)** Provides lead direction, guidance, and on-the-job training to MVRs. Provide new and existing technicians with ongoing training and feedback to ensure an overall staff of knowledgeable, courteous, and efficient technicians. Assists mentor for the MVR training program for new hires and helps develop employee's comprehensive knowledge of registration and the ability to present a good public image of courtesy and efficiency.
20%	**Issue Escalation (E)** Assists MVR's with the most complex problem resolutions relating to the registration/ownership of vehicles/vessels. Handles the more complex callbacks to field offices, region offices, headquarters units, as well as other internal and/or external customers on referral from technicians. Assists MVRs with or handles difficult and/or irate customers on referral from technicians.
10%	**Compliance & Communication (M)** Determines appropriateness of documents, fees required, and performs related activities necessary to develop proper course of action to recommend revocation or validation of vehicle/vessel ownership, meanwhile protecting the integrity and security of department records. When appropriate, coordinates with management in other areas of the department (i.e., RAD, Legal Office, Rev/Comp Policy, etc.) to consult and resolve work-related procedural or program problems. Develops and presents Wednesday morning training sessions.
10%	**Process Improvement (M)** Submits suggestions to management regarding streamlining workload processes and procedures to enhance the efficiency of the unit. Develops and implements new work-related procedures. Prepares and maintains statistical and historical reports for upper-level management. Assists in developing/managing an effective tracking and file system to review and monitor workload inventory and evaluate progress of related cases. Keeps Unit Manager apprised of potential problems related to customer service, personnel, safety and security issues, or any other issue relating to the overall operation of the unit. Other duties as required.

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Supervision Received: The Senior Motor Vehicle Technician reports directly to a Manager I; however, can receive direction from all manager levels.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Will be sitting for long periods of time.
Special Requirements: Fingerprint/Criminal Record Clearance required.
Personal Contacts: The SMVT has daily contact with departmental staff, the public, and other agencies, including, but not limited to US Border Control, Air Resources Board, California Highway Patrol and Commercial Motor Vehicle Industry Agents/Licensees, by telephone, e-mail, and mail. 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