STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

243-1890-006

Division: Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Industry Services Branch	**Working Title**: Senior Motor Vehicle Technician
Unit: Information Release Unit	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 243-1890-006	**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**: 10/30/2026

Direction Statement and General Description of Duties: Under the general direction of a Manager II, in the Information Release Special Projects unit, of the Information Release Unit (IRU), the incumbent will process the most complex and sensitive information requests and provide lead direction and guidance to Motor Vehicle Representatives, Motor Vehicle Assistants, and other clerical and related staff.

Percentage and Essential/Marginal Functions:

30%	**Processing Services (E)** Performs the more complex and sensitive technical work related to Vehicle Registration (VR) and Driver License (DL) information requests. Analyzes and resolves the more

	difficult problems related to VR and DL information requests and demonstrates tact and good communication skills in dealing with customers. Processes information requests to obtain VR and DL records as needed to assist with maintaining workflow. Analyzes requests to determine if reasons given for release of information satisfy the criteria established by the Federal Privacy Protection Act and do not compromise public health, safety or general welfare. Completes requests by retrieving computer stored data and microfilm documents from the department's records. Prepares correspondence to requesters denying release of information if the customer has not met requirements.
30%	**Lead direction/Guidance (E)** Acts as an expert resource in the vehicle registration (VR) and driver license (DL) information requests from the general public, field offices, law enforcement, government agencies, commercial requesters, other areas of the department, and the news media received via telephone, teletype, fax, mail, and subpoena or in person. Resolves disputes regarding non-receipt complaints and items the unit is unable to process. Interprets, applies, explains and communicates via written correspondence to inquiries by both internal and external customers regarding the more complex provisions of the California Vehicle Code and policy and procedures regarding information release. Audits and prepares transfer receipt for cashiering and deposit in the Automated Billing Information System section.
25%	**Workload Tracking (E)** Analyzes work flows and workloads in order to make recommendations to management for improvements to ensure the department and customers comply with statutes and regulations. Provides support to peers and management in identifying processing problems. Acts as a liaison between management and staff regarding the work process. Compiles, prepares, reviews and monitors technician’s daily production reports and the unit’s weekly workload reports as required. Identifies training needs and provides training as required.
15%	**Administrative Support (E)** Provides oversight to the maintenance of equipment, supplies and notifies management of needs or concerns. Performs special project assignments; interacts with other departmental units (i.e. Account Processing, Policy and Information Privacy Section). Ensures staff follows security provisions for accessing the Department database files. Provides support to other sections as needed. Other job-related duties as required.

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Supervision Received: The Senior Motor Vehicle Technician (SMVT) performs tasks under general direction of the Manager II, Department of Motor Vehicles (DMV).
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Will sit in a cubicle for long periods. The incumbent works 40 hours per week during regular business hours of operation in an office setting, with artificial lighting and temperature control. Daily and frequent use of a personal computer and a variety of office software applications at a workstation. Utilizes telephone to communicate with customers consistently throughout the day.
Special Requirements: Fingerprint/Criminal Record Clearance required.
Personal Contacts: Will interact daily with departmental staff as well as the public by phone, email, in person, and mail as needed. 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