DMV DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

011-4801-001

Division: Executive Division	**Classification Title**: 4801 Supervisor II
Branch: Office of the Director	**Working Title**: Business Optimization Unit Supervisor
Unit: Office of the Director	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 011-4801-001	**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**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**: 09/01/2026

Direction Statement and General Description of Duties: Under the general supervision and direction of the Assistant Division Chief/Program Manager (ADC/PM), the Supervisor II oversees the daily operations of the Business Optimization Unit and is responsible for Digital Transformation Office (DTO) contract administration. Serving as the conduit between Executive Leadership and unit staff, the incumbent directs the activities of subordinate leadership and professional personnel performing complex, high-visibility assignments with department-wide impact.

Percentage and Essential/Marginal Functions:

30%	**Strategic Direction/Leadership (E)**

	Mentors and coaches staff at all levels, fostering skill development, professional growth, and consistent application of continuous improvement principles. Develops and implements training programs that reinforce continuous improvement culture and build organizational capability. Drives a culture of continuous improvement to ensure the department remains agile, efficient, and prepared to meet future demands. Ensures the ongoing evolution of DMV operations by driving performance improvements and supporting long term departmental success and sustainability. Promotes and supports change management practices to ensure successful adoption of new processes, technologies, and organizational improvements. Prioritizes workloads to maintain operational efficiency and ensure alignment with departmental goals and mandates. Independently and in collaboration with the Assistant Chief, DTO, identifies team members' strengths and assigns projects that align with their skill sets to maximize effectiveness and engagement. Coordinates on the job training to support cross training, knowledge transfer, and professional development across the team. Provides support and serves as backup to the Assistant Division Chief, DTO, ensuring continuity of operations and decision making during absences or peak workload periods.
30%	**Business Optimization (E)** Sets strategic objectives for process improvement initiatives, ensuring the effective application of Lean Six Sigma methodologies to address complex organizational challenges and drive measurable improvements. Drives DMV's continuous improvement efforts by leveraging Lean Six Sigma methodologies to enhance operational efficiency and effectiveness across the organization. Oversees multiple cross-functional projects, ensuring alignment with DMV's broader strategic goals while fostering a culture of data-driven decision-making. Oversees, develops, and implements methodologies, processes, and procedures in order to ensure consistency between projects and improve efficiencies within the unit. Conducts ongoing research and applies best practices to assignments under the scope and responsibility of the Business Optimization Unit.
30%	**Contract Administration/Vendor Management (E)** Manages contracts and performs associated administrative duties, including vendor onboarding, coordinating background check requests, and submitting requests for DMV accounts and project specific system access. Attends meetings related to contract management to ensure alignment, resolve issues, and support ongoing contract activities. Provides guidance and expertise to staff to identify the most appropriate

	subject matter expert (SME) for the process, project, or subject being addressed. Tracks and follows up on outstanding action items to ensure timely completion, accountability, and progress toward project or operational goals. Provides subject matter expertise to the Chief, DTO, Assistant Chief, DTO, staff, contract managers, and vendors to support informed decision making and operational effectiveness. Schedules, facilitates, and attends meetings as required to support project coordination, contract activities, and operational initiatives. Conducts research on industry best practices and provides recommendations to enhance departmental processes, standards, and performance.
10%	**Other Duties (M)** Represents the department and the Business Optimization Unit before divisional staff, stakeholders, executive leadership, control agencies, and external partners, ensuring clear communication and alignment with organizational priorities. Assists with special projects and assignments as needed, providing analytical, operational, and administrative support to advance departmental initiatives. Provides administrative support to the Executive Division, including the Director, Chief Deputy Director, and Data Transformation Officer, ensuring timely and accurate completion of executive level tasks. Performs other job-related duties as required to support DTO operations, departmental goals, and organizational effectiveness. May be required to travel to support meetings, trainings, or project related activities.

Supervision Received: The Supervisor II reports directly to the Assistant Division Chief/Program Manager where they will receive direction and assignments. The incumbent may also receive assignments and/or direction from members of the executive staff.

Supervision Exercised and Staff Numbers: The Supervisor II directly supervises, two Supervisor I's and one Analyst.

Physical Requirements: Will sit, stand, walk, type, and communicate verbally and in writing for extended periods. Operates a computer terminal and participates in meetings, conferences, and workshops both virtually and in person. Requires fine hand manipulation, repetitive hand use, and occasional reaching above shoulder level. May involve occasional bending and stooping as part of daily tasks.

Special Requirements: The incumbent should be familiar with the DMV's mission, goals, organizational structure, and major work programs to ensure alignment with departmental priorities and effective decision making. Must demonstrate a positive attitude and a strong commitment to conducting business in a professional, respectful, and service oriented manner. Provides high-quality customer service to internal and external customers; must interact tactfully, professionally, and confidentially with the public,

department clients, and colleagues. Handles sensitive and confidential information with discretion, ensuring compliance with departmental and state confidentiality requirements. Proficient in Microsoft Word, Excel, and PowerPoint to prepare documents, reports, presentations, and other work products effectively.
Personal Contacts: Has regular contact with DMV staff, peers, and leadership, as well as frequent interaction with external stakeholders including the public, vendors, and other California departments and agencies. May have access to highly sensitive and confidential information and must handle all such material with discretion, professionalism, and adherence to departmental standards. Interacts with the public, departmental staff, and other governmental agencies via phone, written correspondence, and in person communication, as needed to support operational and programmatic activities. Engages in interactions that are typically general in nature but may involve confidential or sensitive topics requiring tact, sound judgment, and professional communication.

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