STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

753-1890-006

POSITION DUTY STATEMENT

Division: Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Operations Modernization Branch	**Working Title**: Senior Motor Vehicle Technician
Unit: Customer Resolutions Unit	**Tenure/Timebase**: Limited Term Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 753-1890-006	**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**:

Direction Statement and General Description of Duties: Under direction of the Manager I, the Senior Motor Vehicle Technician (SMVT) interprets, analyzes, and applies complex provisions of the California Vehicle Code and other laws, administrative regulations, policies, and technical procedures to make determinations and resolve issues; corresponds with multiple stakeholders regarding escalated customer complaints and critical corrections with professionalism and tact; and identifies and suggests process improvements.

Percentage and Essential/Marginal Functions:

40%	**Correspondence Management (E)**

	Reviews and responds to correspondence addressed to the Director; handles escalated e-mails and calls directed to the Customer Service Resolution Unit by the Director's office, Office of Public Affairs, Deputy Directors, Branch Chiefs, out of state jurisdictions, and law enforcement; resolves elevated complaints regarding the Operations Division's functions; researches record(s) to determine course(s) of action to resolve escalated customer concerns at the lowest level possible using provisions of the California Vehicle Code and administrative regulations; assists customers with difficult transactions by e-mail, telephone, in person, or through written correspondence; and handles callbacks to field offices, region offices, headquarters units, and other internal or external customers regarding questions related to the Operations Division's functions.
30%	**Transaction Analysis (E)** Applies considerable analytical judgment in decisions pertaining to critical corrections needed on DMV databases and applications; processes various transactions by keying information into various DMV databases, programs, and digital channels in accordance with established procedures; and interprets, analyzes, and applies the most complex provisions of the California Vehicle Code, laws, policies, and regulations to determine appropriate courses of actions.
15%	**Process Improvement (M)** Identifies through training and observation possible improvements to employee training, licensing and registration processes; suggests improvements to customer service to the Manager I; provides input to upper management regarding divisional improvements to business practices to prevent customer complaints; and coordinates with other areas of the Department to resolve procedural or program problems.
10%	**Training and Mentoring (M)** Provides training and guidance to new Senior Motor Vehicle Technicians (SMVT) and assists them in developing their skills through one-on-one training and job shadowing.
5%	**Miscellaneous (M)** Perform other duties as required.

Supervision Received: The SMVT reports directly to and receives the majority of assignments from the Manager I.

Supervision Exercised and Staff Numbers: The SMVT does not supervise staff; however, the SMVT serves as a lead and provides guidance to new SMVTs and MVRs.
Physical Requirements: Able to sit or stand and perform data entry for long periods of time with frequent use of the telephone or headset. Occasionally exerts a negligible amount of force to move various materials, such as boxes, up to 25 lbs. Requires the ability to move around the unit, occasionally twisting, bending, reaching, repetitive movement of the hand(s), data entry.
Special Requirements: None.
Personal Contacts: The SMVT has daily contact with departmental staff, the public, and other agencies, including, but not limited to, Franchise Tax Board, Law Enforcement, Business Partners, Occupational Agents/Licensees, Air Resources Board, Toll Agencies, and financial institutions by phone, in person, and mail. 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