STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

231-1890-011

Division: Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Driver Licensing Branch	**Working Title**: Senior Motor Vehicle Technician
Unit: Issuance Control	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 231-1890-011	**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 a Manager I, the incumbent is responsible for being a team lead and unit subject matter expert. Duties relate to the final review and approval for the issuance of driver license and identification cards. The incumbent will analyze and interpret records to respond and resolve the most complex and difficult situations related to federal commercial licensing requirements, legal presence verification, and error processing through various channels.

Percentage and Essential/Marginal Functions:

30%	**Operational Support and Processing (E)**

	Provides technical direction, guidance, and training to Motor Vehicle Representatives, Motor Vehicle Assistants, and Key Data Operators in the unit. Performs quality assessment of processed work to ensure accuracy, improvement, and appropriateness of actions taken. Provides recommendations and documented reports to management regarding findings.
25%	**Quality Assessment (E)** Reviews team production output for accuracy and completeness, identifying and addressing errors and discrepancies. Analyze data to identify trends and opportunities for improvement. Provide guidance and mentorship to ensure consistency in day-to-day operations.
15%	**Subject Matter Expert and Team Lead (E)** Serve as a subject matter expert in DL/ID processing and provide technical guidance and direction to team members on the most complex issues. Develop and provide training programs and resolve the most difficult customer service issues. Serve as a second level escalation representative. Ensure compliance with relevant laws, regulations, and governing bodies such as American Association of Motor Vehicle Administrators, Federal Motor Carrier Safety Administration, etc.
15%	**Customer Service and Resolution (E)** Responsible for responding to customer inquiries and complaints, resolving issues related to DL/ID processing, and working collaboratively with other departments, agencies, and stakeholders to address complex customer issues.
10%	**Process Improvement (E)** Identifies opportunities for improvement and implementing solutions. Conducts research to identify best practices in DL/ID processing operations, developing and implementing new processes and procedures, and monitoring and evaluating the effectiveness of existing processes.
5%	**Miscellaneous (M)** Performs other job-related duties as required including, but not limited to, assisting with special projects, participating in cross-functional teams, and providing administrative support as needed.

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Supervision Received: The Senior Motor Vehicle Technician reports directly to the Manager I. The position is subject to a minimum of general direction.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Frequent, uninterrupted sitting, typing on a computer, and answering telephone calls will be required. May be required to traverse about the office for short periods of time. Bending, arm extension, and lifting above the head or below the waist may be required to move and position office files and other office related items weighing up to 15 pounds.
Special Requirements: None.
Personal Contacts: Frequently communicates with the public, unit staff (e.g. managers, team leaders, coworkers), other departmental staff (e.g. DMV field offices), law enforcement, and out-of-state motor vehicle departments via telephone, video/teleconferencing, e-mail, in-person, and postal services. The nature of the interactions may be general, confidential, sensitive, 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
