STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

542-1897-747

Division: Field Operations Division	**Classification Title**: 1897 Motor Vehicle Representative
Branch: Region VII	**Working Title**: Motor Vehicle Representative
Unit: Santa Ana	**Tenure/Timebase**: Permanent Fulltime
Position City: Santa Ana	**Position County**: Orange County
Position Number: 542-1897-747	**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 in a Grade V field office, the incumbent performs tasks in an environment which routinely requires a calm, courteous, and tactful approach in providing customer service. The incumbent interacts respectfully and effectively with supervisors, peers, other departmental employees, and supporting agencies, contributing to the overall efficiency and productivity of the office. The amount of time performing certain tasks may vary based on the needs of the office.

Percentage and Essential/Marginal Functions:

45%	**Driver License/Registration (E)**

	Interprets, applies, and explains provisions of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering and titling of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers. Furnishes the public with and explains the use of forms and applications for registration and driver license/identification transactions. Reviews applications and supporting documentation to verify for authenticity, signatures, and completeness of information. Verifies the identity of applicants and ascertains whether the applicants possess the legal documents for licensing. Identifies and flags suspicious behavior or potentially fraudulent documents. Processes various forms and documents to complete the requested transaction. Inputs sensitive customer and transaction information accurately into various databases. Thumbprints individuals for licensing and identification purposes using a video capturing device or ink pad. Makes photocopies of forms and documents and scans for filing, routing, updating, and processing.
20%	**Cashiering/Inventory (E)** Determines the appropriate fees, penalties, or both for licensing, registration, and other related transactions using fee charts and reference materials to ensure the appropriate amount is collected. Collects appropriate amount from customers to verify and issue receipt, accountable items, and applicable documents (e.g., registration stickers, license plate, disabled placards, various permits, licenses, and special certificates to applicants who meet the specific requirements). Submits collected payments to a Control Cashier. Prepares daily reports and bank deposits for the office.
15%	**Customer Service (E)** Responds, in-person or via telephone, to driver licensing, vehicle registration and ownership, occupational licensing, or other related inquiries and disputes from customers, and resolves issues. Notifies customers of an action taken against a permit, license, special certificate, or vehicle. Explains to customers the decisions made, or actions taken regarding a variety of driver licensing, vehicle registration and ownership, occupational licensing, and other related issues.
15%	**Eligibility/Verification (E)** Determines the eligibility of individuals to take the road test for a driver license by verifying a variety of information. Evaluates DMV medical report forms and vision referral forms and enters updated medical information into various databases. Administers vision tests using an eye chart or electronic vision test equipment. Scores driver license exams to determine whether applicants possess the minimum level of knowledge required for a driver license. Determines if a vehicle meets the requirements

	to be registered in the State. Inspects vehicles to verify motor vehicles via Vehicle Identification Numbers (VINs), license plate number, and classification of a vehicle for registration and ownership purposes. Determines out-of-state and out-of-country vehicle requirements to complete licensing or registration transactions.
5%	**Training (M)** Attends formal and informal training to stay updated on departmental policies, procedures, and regulatory requirements pertaining to driver licensing, vehicle registrations and ownership, and other related issues. Reconciles accountable items (e.g., registration stickers, license plate, disabled placards) to ensure that the proper inventory is present. Stocks workstations with the appropriate forms and supplies. Destroys forms containing customers' confidential and sensitive information, various documents, and materials according to departmental policies. Performs other job-related duties as required.

Supervision Received: The Motor Vehicle Representative (MVR) performs tasks under the direction of the Manager I, DMV (Section Manager).
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Works in an office setting at a public counter. Enters information into a computer. May sit for extended periods of time.
Special Requirements: Saturday/extended office hours may be required. Position may require rotation through neighboring field offices.
Personal Contacts: Will interact with the public, supervisors, peers, and other departmental employees in person, by telephone, e-mail, 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