STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

286-1897-036

Division: Legal Affairs Division	**Classification Title**: 1897 Motor Vehicle Representative
Branch: Driver Safety Branch	**Working Title**: Motor Vehicle Representative
Unit: Driver Safety Fresno	**Tenure/Timebase**: Permanent Fulltime
Position City: Fresno	**Position County**: Fresno County
Position Number: 286-1897-036	**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**: 11/10/2026

Direction Statement and General Description of Duties: Under the direction of the Manager I, the incumbent tactfully communicates with members of the public, state/local and private agencies by telephone, in-person and through correspondence. Utilizes the Driver Safety Case Management System and the department's other computer systems to schedule hearings, reexaminations, and interviews. Handles incoming/outgoing mail, types notices, correspondence and prepares reports with accuracy. Maintains and prepares documents and files for microfilming and fills requests for department reviews.

Percentage and Essential/Marginal Functions:

35%	**Customer Inquiry (E)**

	Responds to requests for information from and attempts to solve problems posed by the public, law enforcement and other governmental agencies by phone, through correspondence and in-person. Reviews and analyzes driver records to initiate corrections to the automated driver license records. Furnishes the public with and explains the use of forms. Inspects documents for authenticity, signatures and completeness.
25%	**Interpret and Apply Information (E)** Interprets, applies and explains the provisions of the Vehicle Code and other laws governing the licensing and post-licensing monitoring of individuals, administrative regulations, Driver Safety policies and procedures to the public, law enforcement, etc.
20%	**Schedule Hearings (E)** Coordinates scheduling of hearings and interviews as requested by drivers or their representatives, and schedules reexaminations as requested by Driver Safety Officers or other professional staff. Creates case files, issues subpoenas and responds to requests for discovery. Assists as necessary with correspondence, filing and phones.
15%	**Pre-Licensing (E)** Administers vision tests, gives and corrects written driver license examinations, as necessary. Collects the proper amount of fees and issues receipts for transcripts, posts transactions to daily reports, accounts for cash checks and prepares daily cash reports for the office.
5%	**Other Duties (M)** Performs other job-related duties as required.

Supervision Received: The Motor Vehicle Representative reports directly to and receives the majority of assignments from the Manager I. This position is subject to a minimum of continuous, direct supervision.
Supervision Exercised and Staff Numbers: None.
Physical Requirements: Frequent sitting and computer use will be required. Bending and squatting will be infrequently required. Will be required to occasionally position self appropriately when transferring/retrieving case files to/from file room and transferring reams of paper.

Special Requirements: Working overtime during the weekdays and weekends may be required.
Personal Contacts: On a daily basis, the incumbent will have frequent contact with the general public, staff within the unit, other Departmental staff, law enforcement agencies/personnel, medical professionals, courts, and legal representatives. Contact will be via telephone, e-mail, in-person, and mail. Contact will be of a general, confidential, sensitive, technical, or informative nature.

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