STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

662-1890-001

Division: Field Operations Division	**Classification Title**: 1890 Senior Motor Vehicle Technician
Branch: Region V	**Working Title**: Senior Motor Vehicle Technician
Unit: Newhall	**Tenure/Timebase**: Permanent Fulltime
Position City: Newhall	**Position County**: Los Angeles County
Position Number: 662-1890-001	**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 general direction of the Manager II, the Senior Motor Vehicle Technician (SMVT) is a lead technician for the performance of technical work in a field office of the Department of Motor Vehicles. In this capacity, the SMVT should exhibit a high degree of initiative, independence of action, and responsibility for the accuracy and thoroughness of their work.

Percentage and Essential/Marginal Functions:

40%	**Driver License and Registration (E)** As a Lead Technician, exercises judgment without specific guidelines. Handles the more complex Vehicle Registration and Driver License transactions. Interprets and applies the

	most complex provisions of the Vehicle Code, laws, policies and regulations. Acts as an expert staff resource in the most sensitive and complex technical subject matter areas.
20%	**Decision Making (E)** Resolves issues and tactfully mediates complaints from customers, appropriately utilizing password and decision authority, all available reference materials, problem solving techniques and interpersonal skills to serve the needs of the public and office.
15%	**Back-up Responsibilities (E)** Acts as a back-up Control Cashier. Serves as a team leader or technical expert for special or difficult projects. Provides classroom training and retraining to technicians. Acts as a back-up to the section Manager in his/her absence.
10%	**Customer Service (E)** Develops and revises procedures, manuals, and guides. Represents the Department in providing quality customer service and maintaining good relations with law enforcement, courts, industry, other agencies and organizations, and the general public.
10%	**Training (E)** Prepares and presents consistency training and lesson plans to technicians at Wednesday training sessions. Assists in the monitoring of the Queuing system (Orchestra) and advises management of necessary corrective measures.
5%	**Other Duties (M)** Represents the Division on task forces, special projects and committees, and performs other job- related duties as required.

Supervision Received: The Senior Motor Vehicle Technician (SMVT) performs tasks under general direction of the Manager II, Department of Motor Vehicles (DMV).
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 an extended period of time.

Special Requirements: None.
Personal Contacts: Will interact with the public, supervisors, peers, and other departmental employeesin 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