STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

009-4801-004

Division: Administrative Services Division	**Classification Title**: 4801 Supervisor II
Branch: Learning & Development Branch	**Working Title**: Workforce Development & Delivery Section Chief
Unit: Learning & Development Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 009-4801-004	**CBID/Bargaining Unit**: S01
Conflict of Interest Classification: Yes 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: E	**Date Approved**:

Direction Statement and General Description of Duties: Under the general direction of the Assistant Division Chief/Program Manager, the Workforce Development and Delivery Section (WDDS) Chief plans, organizes, directs, and evaluates the activities of training teams responsible for the development and delivery of comprehensive learning and workforce-development programs supporting the processing of Driver's License, and Identification cards, Vehicle Registration-related transactions, Examiner development, and other assigned program areas. The incumbent owns, directs, and supervises departmentwide projects connected to WDDS courses and training programs and is accountable for their planning, coordination, implementation, training delivery, workforce readiness, and successful completion. These projects may involve legislative, policy, procedural, operational, organizational, or technology changes. Duties include, but are not limited to, the following:

Percentage and Essential/Marginal Functions:	
35%	**Program Leadership and Training Administration (E)** The Incumbent provides direction for the planning, development, delivery, maintenance, and evaluation of departmental training programs, including Driver License, Vehicle Registration, Industry, and other program-specific and technical training. The incumbent directs the development and revision of instructor-led and eLearning curricula; reviews and approves curricula in the learning management system (LMS); establishes instructional standards and priorities; and ensures training products align with departmental policies, operational requirements, and strategic objectives. The incumbent governs major training initiatives by defining scope, deliverables, schedules, roles, resources, and implementation strategies; evaluating the training impacts of policy, legislative, procedural, organizational, operational, and technology changes; ensuring affected curricula, assignments, completion records, and documentation are updated accurately and timely; and advising leadership on training requirements, implementation risks, and recommended actions. The Incumbent also directs studies, evaluations, and feedback activities and uses the results to improve instructional quality and program outcomes.
25%	**Administrative Management and Personnel Oversight (E)** The Incumbent provides full oversight of subordinate supervisors and staff. The incumbent establishes performance expectations; assigns and adjusts work priorities; monitors workload distribution and service quality; provides coaching, mentoring, and employee development; supports succession planning; and addresses performance and personnel matters. The incumbent also manages day-to-day section operations by balancing competing assignments and deadlines, reviewing timekeeping and personnel documents, maintaining accurate administrative records, applying internal controls, and guiding supervisors in the consistent application of departmental procedures.
15%	**Policy, Operational, and Cross-Division Coordination (E)** The Incumbent serves as a primary liaison between the Learning and Development Branch and program, policy, operations, information technology, and organizational change partners. The incumbent consults on proposed changes affecting course content, instructional delivery, employee learning, reporting requirements, or training administration; coordinates stakeholder discussions; The incumbent directs the identification and documentation of business, operational, and training requirements and resolves competing priorities among stakeholders. The incumbent reconciles feedback; and communicates policy interpretations, decisions, responsibilities, and cross-functional dependencies clearly and consistently. The incumbent represents the branch

	in inter-divisional forums, facilitates resolution of issues, and coordinates the incorporation of approved requirements into affected training products and administrative processes.
10%	**Reporting, Documentation, and Program Monitoring (E)** The Incumbent establishes reporting and documentation standards and oversees the preparation of program reports, status updates, impact assessments, dashboards, executive briefings, and decision records. The incumbent identifies and monitors schedule adherence, quality, workload, completion, and program performance; verifies that staff products are accurate and complete; documents key decisions and commitments; analyzes trends and results; and ensures leadership receives timely information about progress, significant issues, organizational impacts, and matters requiring action.
10%	**Administrative Compliance and Resource Oversight (M)** The Incumbent coordinates with the Learning and Development Branch Administrative Team and oversees compliance with applicable departmental and statewide administrative requirements. Responsibilities include monitoring contract and purchasing processes, responding to expenditure-related inquiries, applying financial and administrative controls, supporting required reviews and audits, and ensuring records are retained in accordance with applicable requirements. The incumbent oversees WDDS mandatory training compliance, training-record integrity, privacy and information security, DMV University course-administration and LMS processes, and training-system access. The Incumbent monitors exceptions, directs corrective action, coordinates resolution of access or reporting issues, and maintains audit readiness.
5%	**Other Duties as Required (M)** Performs additional supervisory, administrative, and operational duties as assigned to support the objectives of the Learning and Development Branch.

Supervision Received: The Incumbent reports to and receives direction from the Assistant Division Chief/Program Manager, Learning and Development Branch Chief.
Supervision Exercised and Staff Numbers: Directly supervises two Supervisor I's. Through subordinate managers, indirectly supervises 12 Analyst I's/Analyst II's.

Physical Requirements: Typical office activities including sitting, standing, using a computer, and attending meetings. Occasional lifting of training materials or equipment.
Special Requirements: Proficiency with Microsoft Office applications and related collaboration, reporting, and learning-management systems. Ability to communicate effectively, orally and in writing, and present complex information to technical staff, managers, and executive leadership. Ability to analyze issues, manage multiple priorities, exercise sound judgment, and handle confidential or sensitive information with discretion.
Personal Contacts: Will interact with all levels of departmental staff and management as well as outsourced training vendors by phone, email, virtual meetings and in-person supporting training and modernization initiatives. 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