STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

231-8746-011

Division: Operations Division	**Classification Title**: 8746 Manager I DMV
Branch: Driver Licensing Branch	**Working Title**: Manager I
Unit: Issuance Control	**Tenure/Timebase**: Limited Term Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 231-8746-011	**CBID/Bargaining Unit**: S01
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 the supervision of a Manager III, the incumbent duties include, but are not limited to the following:

Percentage and Essential/Marginal Functions:

35%	**Daily Supervision (E)** Manages a Driver License (DL) public contact section. Plans, organizes, assigns, and coordinates the activities of Motor Vehicle Assistants (MVA), Motor Vehicle Representatives (MVR), Key Data Operators (KDO), Senior Motor Vehicle Technicians (SMVT); performing primary functions consisting of verifying information through, but not limited to, the Social Security Administration (SSA), Department of Homeland

	Security (DHS), Problem Driver Pointer System (PDPS), and the National Driver Registry (NDR). Verifies employees are referring to current and accurate procedures and manuals (DL Manual, Vehicle Code Book, FOD Operations Manual, memorandums, and Issuance procedures) to ensure proper operation of unit. Coordinates work processes with other Issuance supervisors and divisional units. Schedules and organizes work assignments and shifts personnel to meet workload fluctuation. Maintains attendance, scheduling, and workload production logs, and supervises the preparation of daily workload reports. Oversees basic maintenance of equipment and identify improvements or replacements. Provides employees the necessary work tools to perform their job duties. Monitors employees telephone calls while speaking to customers. Reviews, recommends, coordinates and implements Digital Transformation (paper-based processes to digital) projects, such as, but not limited to: Robotic Process Automation (RPA) and Virtual Field Office (VFO) programs/projects that will assist with streamlining work processes and customer service goals and Divisional/Departmental workloads.
20%	**Staff Development (E)** Evaluates work performances of completed work assignments in accordance with specified schedule. Provides in-service and refresher training when necessary. Evaluates performance of employees and prepares probationary and annual performance reports. Maintains documentation for progressive disciplinary actions, informs upper management of disciplinary problems, and recommends corrective action as necessary. Initiates preventative, corrective, and adverse actions as necessary. Informs employees regarding procedures, policies, and current events. Harmonizes employee cooperation and teamwork in conjunction with the Department Core Values. Serves as a mentor, leader, and coach to subordinate employees. Promotes upward mobility and applies progressive discipline.
20%	**Administration (E)** Maintains employee attendance, time records, and work schedules. Prepares procedural memorandums, production and telephone reports. Devises and revises office forms. Gathers and analyzes workload data to review office budget, overtime, equipment, supply, and staff needs. Views and responds to e-mails.
10%	**Customer Service (E)** Handles non-routine problem correspondence or phone calls referred from other sections, units, or areas within the department, Legislature, the Director's Office, law enforcement, out of state motor vehicle agencies, and other pertinent customers regarding driver license and identification cards records or applications. Discusses and resolves difficult problems and complaints with the public, internal customers, and stake

	holders. Interprets, applies, and explains to the public, organizations, and other government jurisdictions the provisions of the law and administration regulations, policies, and procedures concerning Legal Presence (LP), Commercial Driver License (CDL), and Non-Commercial Driver License (DL).
10%	**Recruitment (E)** Interviews and makes hiring recommendations regarding new employees. Reviews candidate(s) State Application (STD 678). Completes required hiring documentation to fill vacant positions. Supervises the training of new employees. Recruits candidates based on department's Equal Employment Opportunity (EEO) guidelines and policies, Hiring Guide and Personnel Manual.
5%	**Miscellaneous (M)** Participates in special committee assignments and works on special projects. Performs other job-related duties as required.

Supervision Received: The Manager I reports directly to, and receives the majority of assignments from, the Manager III (Operations Manager) and may receive assignments from the Manager V (Unit Manager). Position is subject to a minimum of direction.

Supervision Exercised and Staff Numbers: Directly supervises a team of up to 15 employees comprised of Motor Vehicle Assistants, Motor Vehicle Representatives, Key Data Operators, Service Assistants, and Senior Motor Vehicle Technicians.

Physical Requirements: Working conditions: Works in a climate-controlled office environment under artificial lighting in a cubicle near other employees. Frequently uses a personal computer and regularly monitors telephone calls. Exposure to and use of basic office equipment such as fax machine, photocopier, printer and 10-key adding machine is expected. The average noise level is consistent with that of a busy State production office. Physical requirements: Frequently patrols the unit to oversee staff, sits at a workstation, and types. Occasionally lift up to 25 lbs. or exert a negligible amount of force to move mail and boxes (may be achieved by pushing/pulling a delivery cart). May be required to work weekends based on and workload fluctuations and operational needs.

Special Requirements: Possession of a good driving record (as defined in the classification specifications). Completion of Defensive Driver Training as required. Desirable qualifications: Possession of competencies and skills including time management, service orientation, adaptability, flexibility, fostering diversity, and interpersonal. Proficient with Microsoft Word, Excel, and Outlook.

Personal Contacts: Interacts with the public, supervisors, subordinates, peers, other departmental employees, stake holders, law enforcement agencies, and court representatives in person, by telephone, correspondence, and e-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