



<b>POSITION DESCRIPTION</b>  <b>Manager, DMV</b>  <b>FLSA Status: Exempt</b> <b>Classification: Occupational</b> <b>Salary Grade/Band: 14</b>	<b>28 January 2015</b>  <b>Reports to: County Assessor</b> <b>Revised: <u>04/07/15</u></b> <b>Human Resources Initials: _____</b>
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**POSITION PROFILE**

Under the supervision of the County Assessor and Chief Deputy Assessor, the DMV Manager is responsible for vehicle registration, and administrative activities of the office. Incumbent performs managerial duties and is responsible for the day-to-day operations of the office, including supervision and oversight of employees and workflow. Participates in the hiring, discipline, and dismissals of employees. Makes recommendations to the County Assessor for process improvement and automation.

- GOALS**
- To ensure accuracy in a fast paced work environment especially when recording documents and processing information.
  - To ensure work performance, effective time management practices, and attention to detail.
  - To articulate and convey information accurately and appropriately to staff and public.

- ESSENTIAL FUNCTIONS**
- Manages the activities of the DMV office which provide vehicle registration, driver licensing, and related services to the general public. Directs the work of subordinates to ensure effective implementation of approved plans and policies and achievement of specific office performance and service goals.
  - Evaluates office operations to identify problem areas and takes corrective actions. Also ensures that complaints involving office operations are promptly investigated and resolved.
  - Works with County Assessor and Chief Deputy Assessor to develop and implement enhancements to field office processes that involve new or innovative use of technologies.
  - Makes recommendations and provides assistance to the County Assessor and Chief Deputy Assessor regarding the development and implementation of plans, policies, and programs for the effective and efficient operation of the office system.
  - Provides training to new employees and ongoing training to employees when new systems or processes are implemented.
  - Ensures safety of office and practice of protocols to diffuse irate customers or potential public threats. In the event of emergencies, implements emergency operating plans and ensures that priority services and functions continue.
  - Monitors expenditures in conformance with departmental needs.
  - Adheres to and implements the statutes, policies, and procedures pertaining to driver licensing and vehicle

titling and registration.

- Performs related duties as business necessitates.

### **EDUCATION AND EXPERIENCE**

- High school diploma or equivalent.
- One year of experience in the Department of Motor Vehicles performing the duties of a Supervising Motor Vehicle Representative; or two years of experience in the Department of Motor Vehicles performing the duties of a Licensing Registration Examiner; or Control Cashier (Motor Vehicle Services); Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II.
- Bilingual Spanish preferred but not required.

### **LICENSE AND CERTIFICATION**

- Must have a current and valid Utah Driver License; and
- Must be able to successfully pass a background investigation and drug test.

### **SKILLS/ABILITIES**

- Must be able to learn COINS software for payments and accounts tracking.
- Knowledge of accepted methods of handling and accounting for money received. Able to operate computer and perform research functions using internet or database.
- Must be attentive to detail and accurate.
- Maintain records, files and other important documents.
- Must be able to work effectively with coworkers, management, and public.
- Ability to accept and adapt to changes.
- Exemplifies professional and timely work processes.
- Ability to plan, organize, and direct the work of administrative staff
- Integrates the activities, policies, and procedures of the Assessor's Office in conjunction with local and state mandates.
- Develops cooperative working relationships with representatives from local businesses, agencies, the public, employees, and County officials.
- Able to maintain confidentiality at all times.

### **PERFORMANCE MEASUREMENTS**

- Responsible to meet all expectations of the essential functions and perform the required skills and abilities.

### **LANGUAGE SKILLS**

- Ability to impart information to others when necessary.
- Must be able to write clearly, concisely and communicate effectively in English.
- Must be able to respond professionally to inquiries from the public and other agencies in both written and verbal forms.
- Ability to impart information to others when necessary.

### **REASONING ABILITY**

- Reads and comprehends written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, analytical reports, and printouts.
- Reasons logically and utilizes a variety of analytical techniques to resolve complex problems.

### **PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to stand for long periods of time, walk, kneel, crouch, stoop, reach, twist, and lift up to 20lbs pounds on occasion.
- Extended periods of time viewing a computer video monitor and operating a keyboard, other physical requirements will also include, walking, bending, stooping, and filing.
- Occasionally lifts, carries, pushes, pulls, or otherwise moves objects weighing up to 40 pounds.
- Talking, hearing and seeing essential to completion of essential functions. Rapid work speed required performing keyboard operations. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **HAZARDS**

- Work may expose the incumbent to potentially hostile situations and to individuals who are angry, agitated or otherwise upset.
- Work in office setting under florescent lighting which may cause minimal eye strain, but can be accommodated to individual needs.
- The noise level is usually moderate.

### **ADA STATEMENT**

- Ability to perform the essential functions of this position with or without reasonable accommodation.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.