

**CLASS TITLE: ASSISTANT MOTOR VEHICLES  
ADMINISTRATOR  
FOR CUSTOMER SERVICES**

**Class Code: 02522300  
Pay Grade: 40A  
EO: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for the planning, coordination, direction, administration and operation of the Motor Vehicles Customer Services Section within the Department of Administration, involving such programs and functions as: motor vehicle registration (including express registries), telemarketing, teletype, testing and licensing of motor operators; and motor vehicle title certification program; to be responsible for the delivery of customer services in satellite offices; to develop and implement policies and procedures for new initiatives such as the Motor Voter Program, Problem Drive Points System, International Registration, and Graduated Licensing; and to do relate work as required.

**SUPERVISION RECEIVED:** Works under the administrative direction of a superior with wide latitude for the exercise of initiative and independent judgement; work is reviewed through conferences and submitted reports for compliance with departmental policies and objectives, laws, rules and regulations.

**SUPERVISION EXERCISED:** Plans, organizes, directs, coordinates and evaluates the work of a subordinate staff engaged in carrying out a statewide motor vehicles customer services program.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for the planning, coordination, direction, administration and operation of the Motor Vehicles Customer Services Section within the Department of Administration, involving such programs and functions as: motor vehicle registration (including express registries), telemarketing, teletype, testing and licensing of motor operation; and a motor vehicle title certification program; to be responsible for the delivery of customer services in satellite initiatives such as the Motor Voter Program, Problem Driver Points Systems, International Registration, and Graduated Licensing.

To assist a superior by relieving such of administrative details concerned with the agency's Motor Vehicle Customer Services functions.

To confer with section chiefs for guidance and assistance in the preparation of reports on the application and interpretation of state laws and departmental policies and regulations.

To assist in the formulation of department policies and procedures.

To evaluate present management and methods procedures programs and functions regarding their effectiveness and efficiency in attaining objectives, and to prepare future plans and budget allocations based on these evaluations.

To make recommendations regarding program planning and implementation, budget requirements, and staffing needs.

As required, to assist in personnel and labor relations matters.

To maintain an effective public relations program which will provide an understanding of the agency's policies, functions, and objectives involving a statewide motor vehicle customer services program.

To review existing laws, proposed legislation, rules and regulations involving programs and functions and to make recommendations relative thereto.

As required, to attend meetings and conferences involving federal, state and local officials, professionals, and the public.

To be responsible for the efficient use, maintenance and protection of all physical facilities within the division and to assist the sections within, coordinating their use.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the principles, practices and procedures of business administration and the ability to apply such knowledge in the administration and operation of a statewide motor vehicle customer services program; a working knowledge of the basic principles, practices and procedures of state government; the ability to interpret and apply state laws, rules and regulations as they relate to the operation of a statewide motor vehicle customer services program; the ability to evaluate present programs and functions and to make recommendations for their improvement, as well as the ability to develop new ones when necessary; the ability to establish and maintain an effective public relations program between the agency and the public involving policies, functions, and objectives of the statewide motor vehicles program; the ability to plan, organize, direct, coordinate and evaluate the work of a subordinate staff engaged in carrying out a statewide motor vehicles customer services program; the ability to establish and maintain an effective working relationship with superiors and subordinates, members of the community, representatives of government, officials of other state agencies, and the general public; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from a college of recognized standing with specialization in public or business administration, political science, or a closely related field; and

**Experience:** Such as may have been gained through: employment in a highly responsible supervisory position involving the application of the principles and practices of motor vehicle administration and customer services.

**Or,** any combination of education and experience that shall be substantially equivalent to the above education and experience.

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