

## **CLASS TITLE: CHIEF OF MOTOR VEHICLE SUPPORT SERVICES**

**Class Code: 02751900**

**Pay Grade: 34A**

**EO: A**

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** Within the Division of Motor Vehicles (DMV), to plan, supervise, develop and coordinate the motor vehicle support services unit involving such programs and functions as title, research, registration files, data control and communications; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general direction of a superior with considerable latitude for the exercise of initiative and independent judgment.

**SUPERVISION EXERCISED:** Plans, coordinates, supervises and reviews the work of a subordinate staff engaged in carrying out motor vehicle support services functions.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

Within the Division of Motor Vehicles (DMV), to plan, supervise, develop and coordinate the motor vehicle support services unit involving such programs and functions as title, research, registration files, data control and communications.

To oversee the DMV call center and central mail room, and to ensure quality control and the accurate and timely communication of DMV information to customers.

To coordinate and administer the online dealer registration program; to troubleshoot and correct any problems or errors that may arise; to serve as the point of contact for all inquiries from dealers regarding the program; and to conduct training sessions with program participants on the proper use of the system.

To coordinate the administration of DMV services at AAA offices across the State in an effort to provide increased accessibility to DMV services; to write and enforce policies and procedures, monitor work, troubleshoot and correct any errors or problems and requisition necessary supplies for this program.

To be responsible for timely and efficient management of the workflow of the unit and to ensure accurate completion of tasks assigned.

To ensure that the work of the unit is completed in conformance with all applicable laws, rules, regulations, and/or policies.

To train staff in the proper practices, procedures and policies of the programs and functions within the motor vehicle support services unit.

To assist in the formulation of Division policies, procedures and legislation.

To coordinate the activities of the unit with the officials of law enforcement agencies, of other units in the Division, State departments, other state governments and professional organizations.

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

As directed, to serve as the DMV point-of-contact with vendors, professional organizations, state motor vehicle agencies, and other related groups.

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

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

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the principles, practices and procedures of motor vehicle administration and the ability to apply such knowledge in the administration and operation of a motor vehicle support services program; the ability to plan, coordinate, supervise, review and evaluate the work of a subordinate staff engaged in carrying out a motor vehicle support 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 motor vehicle services program; the ability to manage the workflow of the unit and to ensure the timely and accurate completion of the unit's assigned tasks; 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 working relationship with superiors and subordinates, members of the community, representatives of government, officials of other state agencies and professional organizations, 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; 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 support services.

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

Class Created: July 14, 2013