

**CLASS TITLE: SUPERVISOR, MOTOR VEHICLE SERVICE OPERATIONS
(DOA)**

**Class Code: 02409600
Pay Grade: 22A
EO: E**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist a superior in handling administrative details of the Division of Motor Vehicle Customer Services involving supervision of personnel, budgetary, clerical and office work; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of the Assistant Director of Motor Vehicle Customer Services with wide latitude for the exercise of independent judgement; work is subject to review for conformance to policies, rules and instructions.

SUPERVISION EXERCISED: Supervises and coordinates the work of subordinates engaged in performing professional, clerical and fiscal tasks; reviews work in process and upon completion.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist the Assistant Director of Motor Vehicle Customer Services by performing a variety of routine administrative duties relating to planning, coordinating, directing and controlling the policies and functions of the Division of Motor Vehicle Customer Services.

To plan, organize and supervise the clerical and office activities; to coordinate the flow of clerical and office work.

To gather information required for use as a basis for important administrative decisions.

To make administrative studies, analyses and recommendations of proposed changes in policies, programs and procedures.

To represent the Assistant Director in meetings with representatives of the public, other departments or agencies.

To relieve a superior of administrative details relating to the functions and activities of the organization including the contacting of officials and personnel for the purpose of obtaining information and recommendations relating to specific problems, activities or policies.

To handle important and routine correspondence.

To assist in the preparation of the annual budget and to supervise its execution.

To conduct orientation sessions for new employees and to investigate and seek to resolve employee grievance problems.

To supervise and participate in the processing and maintenance of financial, personnel or other important records.

As required, to be responsible for the safekeeping of bonds or other securities deposited with the Department.

To requisition office supplies and equipment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles and practices of office management; a working knowledge of, and the ability to carry out, requisitioning, disbursing and budgeting control functions; a familiarity with the principles and practices of public administration; the ability to plan, organize and supervise the work of subordinates engaged in performing fiscal and clerical duties for the head of a department, agency or division; the ability to make administrative studies and analyses and to make

recommendations used thereon; the ability to interpret and apply rules and regulations; the ability to handle important correspondence concerning policies and procedures; the ability to handle important but routine personal contacts; 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 Business or Public Administration; and

Experience: Such as may have been gained through: employment involving supervision of the work of a large office staff engaged in performing varied routine and difficult administrative tasks and involving some experience in making studies and analyses of office methods and procedures.

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

Class Created: April 15, 1984

Editorial Review: 3/15/03