

**CLASS TITLE: SUPERVISOR OF BRANCH OFFICE SERVICES
(MOTOR VEHICLES)**

**Class Code: 02414300
Pay Grade: 25A
EO: F**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To act as a working supervisor and be responsible for the work of subordinates engaged in processing applications for licenses to operate motor vehicles and registrations of motor vehicles in a satellite office; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom work assignments and instructions are received; work is occasionally reviewed upon completion for conformance to provisions of pertinent laws and regulations.

SUPERVISION EXERCISED: Plans, supervises and reviews the work of subordinates performing the full range of varied licensing, registration, and other related functions.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To act as a working supervisor and be responsible for the work of subordinates engaged in processing applications for licenses to operate motor vehicles and registrations of motor vehicles in a satellite office including:

Reviewing and processing applications for the registration and titling of motor vehicles to determine that such applications have been completed and executed as required by law and/or regulation; enforcing financial responsibility laws, as required; collecting registration, title and sales tax fees; authorizing the issuance of registration plates or tags for passenger, commercial, motorcycle, trailer and all other motor vehicles when all requirements for registration and title have been met, which include the rating and collection of sales and use fees on motor vehicles; providing courteous customer service and authoritative information to the public with registry problems and advising the public on problem resolution; issuing permits to drive a motor vehicle as required by regulation and/or law, which includes screening applications and all required documents; administering the written examination and eye test; scheduling road tests; issuing new, chauffeur and motorcycle licenses when all requirements have been met; collecting, recording and accounting of all license fees.

To exercise initiative and independence in the performance of effective branch office operations which comply with agency policies and procedures.

To monitor tasks performed by subordinates to ensure compliance with applicable laws, policies and procedures, and to communicate areas of concern to a superior.

To be responsible for the accounting of all fees collected, and their custody and deposit for safekeeping, in accordance with the regulations of the Division of Motor Vehicles, Controller's Office and Treasurer's Office.

To handle complaints received from the public, to adjust them amicably, and to appropriately escalate customer complaints and other issues to a superior for resolution.

To perform daily staff timekeeping activities; to review the time and attendance information reported for each employee under his/her supervision, and to manage employee attendance and payroll records with a reasonable degree of accuracy.

To provide effective and efficient staff training.

To review changes in policy and statute in order to recommend appropriate changes in procedures.

To requisition supplies and equipment.

To serve as a member of a project team to work closely with vendors and IT staff to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to participate in testing and error identification initiatives; to provide user training; and to perform other related project tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the provisions of laws relating to the licensing of motor vehicle operators and the registration of a variety of motor vehicles and of motorcycles; the ability to apply the provisions of such laws and regulations of the Division of Motor Vehicles; the ability to provide friendly, professional and courteous customer service; the ability to plan, supervise and review the work of a staff of subordinates engaged in a computerized system of processing applications for licenses to operate motor vehicles and applications for the registration of a variety of motor vehicles and for motorcycles; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Education Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: extensive employment in a position processing and/or supervising the full range of license, registration, title and other motor vehicle transactions.

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

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