DEPARTMENTAL
PROMOTIONAL
EXAMINATION

For
Manager IV, DMV

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV, DMV level and those eligible for lateral transfers are encouraged to apply.

Refer to the EXAMINATION INFORMATION and FILING INSTRUCTIONS sections for additional information on how to apply for this examination.

DIVISION: Field Operations
UNIT: San Ysidro Field Office
POSITION: Office Manager
LOCATION: San Ysidro
SALARY: $5824 - $7288
FINAL FILING DATE: October 4, 2017

This position may be subject to allocation approval by the Human Resources Branch.

RESPONSIBILITIES

Under the general direction of the Regional Administrator, the Office Manager is primarily responsible for effectively managing workload and resources, and budgeting available dollars and hours to ensure the field office is fully staffed and functional. The Office Manager is directly responsible for developing and maintaining a high quality public service program, correctly and fairly administering all departmental programs, implementing new technology, providing employee development, and managing a Grade IV field office providing driver license, vehicle registration, and other services to the public.

Bulletin Release: September 13, 2017
DUTIES

- Through the administrative manager, plans, organizes, directs, and controls the work assignments of subordinate supervisors to ensure all work is processed timely and the public is properly served.
- Develops data and projections relative to workload volumes, hours, and dollars used in annually constructing current and budget-year work and spending plans.
- Monitors and reports to the Regional Administrator on planned versus actual results and status.
- Develops goals, and plans and implements strategies to meet goals, and uses monitoring systems to evaluate and adjust goals.
- Implements new technology.
- Ensures subordinate staff is fully prepared to use new processes.
- Monitors the automated system to evaluate the impact on daily operational efficiency, maintains the integrity of the system, and reports results to the Regional Administrator.
- Communicates information on policies and procedures downward through the organization.
- Encourages feedback on significant issues.
- Provides employee development to subordinate staff through training and assignment opportunities to produce high quality, well-trained staff.
- Ensures the Department's equal employment opportunity (EEO) objectives and upward mobility goals are met.
- Makes recommendations on facility maintenance.
- Delegates primary responsibility to the Administrative Manager to resolve facility-related issues.
- Follows accepted and approved procedures in implementing facility repairs.
- Provides data to the Regional Administrator regarding the need for additional facilities or facility improvements.
- Develops cooperative relationships with the media, auto clubs, dealerships, and other groups having specific work-related involvement with the Department of Motor Vehicles.
- Performs other duties as required.
MINIMUM QUALIFICATIONS

Either I
One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

Or II
Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

Or III
Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers, and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Safety Manager I [formerly known as Driver Improvement Manager I]; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

KNOWLEDGE AND ABILITIES

Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; the Department’s Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; effectively contribute to the Department’s equal employment opportunity objectives; and plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

ADDITIONAL DESIRABLE QUALIFICATION

Possession of a valid driver license.
**POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. You must provide a response and specific examples in the Statement of Qualifications for each Position Specific Qualifications/Evaluation Criteria. The responses and examples you provide may be the only tool used for determining your final score and rank for this examination.

1. Describe your knowledge of the Department of Motor Vehicles (DMV) policies and procedures, and your knowledge of the Equal Employment Opportunity (EEO) Program and objectives.

2. Describe your demonstrated ability to plan, direct, coordinate and evaluate the office operations and staffing through subordinate managers.

3. Describe your knowledge of State administration, budget, Fair Labor issues, and personnel procedures related to the DMV.

4. Describe your demonstrated ability to assess data and projections relative to workload volumes, hours, and dollars to be used in building current and budget-year work and spending plans.

5. Describe your knowledge of and experience in monitoring, developing, and implementing employee development plans; your demonstrated ability to address substandard performance; and your demonstrated ability to motivate employees towards upward mobility.

6. Describe your demonstrated ability to maintain cooperative relationships with the media, auto clubs, Industry customers, and other entities having work-related involvement with the DMV.

7. Describe your knowledge of and experience with facility maintenance, and your demonstrated ability to recommend facility improvements and additional facilities.

**WHO SHOULD APPLY**

This is a departmental promotional examination for the Department of Motor Vehicles. Applicants must:

- have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rule 234 or 235 by the final filing date; or

- be a current or former employee of the Legislature, who resigned or was released from service, and with two or more years consecutive years as defined in Government Code Section 18990; or

- be a current or former non-elected exempt employee of the Executive Branch of government who resigned or was released from service, and with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992; or

- be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.
EXAMINATION INFORMATION

The SEA Program provides for position specific examination and selection of the most qualified candidates. Applicants who meet the minimum qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or a Qualifications Appraisal Panel interview may be used to rate candidates. Candidates will be competitively ranked according to their qualifications using predetermined evaluation criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification.

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The results of this examination will be used only to fill the position of Manager IV, DMV, position number 677-8731-001, with the Department of Motor Vehicles and may be used to fill subsequent vacancies for this position for a period of up to 12 months. Standard State Applications (STD. 678) and Statement of Qualifications will be retained for 12 months. The department may elect to consider new applicants in addition to those previously screened.

Questions regarding the position should be directed to Carlos Solis at (760) 639-5299. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 403-8335.

FILING INSTRUCTIONS

Interested applicants must submit both items 1 and 2 below by the final filing date. Applicants who fail to submit both items meeting the criteria below by the final filing date will be disqualified from the examination.

1. A completed Standard State Application (STD. 678), which must include all job titles, employment dates, and experience.

2. A Statement of Qualifications:
   - Is a narrative discussion of how your education, training, experience, knowledge, skills, and abilities meet the POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA for the position.
   - Must include specific examples addressing each of the POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA. Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank for this examination.
   - Is your written presentation to the examination panel.
   - Serves as documentation of your ability to present information clearly and concisely in writing.
   - Must be typed with font no smaller than Arial 10 point.
   - Must be no more than two pages in length (one 8 1/2” x 11” sheet with print on front and back is considered two pages).
   - Must be clearly titled “Statement of Qualifications” at the top of page one.

Cover letters and resumes do not take the place of the Statement of Qualifications.
Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application (STD. 678).

The Standard State Application (STD. 678) and Statement of Qualifications must be submitted by the final filing date:

- **Postmarked by mail to:**
  - Department of Motor Vehicles
  - Attn: Alice Schneider
  - **Position # 677-8731-001**
  - Selection and Certification Unit
  - P.O. Box 932315, MS E678
  - Sacramento, CA 94232-3150

- **OR**
- **In person by 5 p.m. to:**
  - Department of Motor Vehicles
  - Attn: Alice Schneider
  - **Position # 677-8731-001**
  - “Selection & Certification Unit Drop Box”
  - 2415 1st Avenue, 1st Floor Lobby
  - Sacramento, CA 95818

*Standard State Applications (STD. 678) and Statement of Qualifications submitted in person must be placed in the “Selection & Certification Unit Drop Box” by 5 p.m. on the final filing date. Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted. Standard State Applications (STD. 678) and Statement of Qualifications will not be accepted via email of fax.*

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application (STD. 678). You will be contacted to make specific arrangements.

**CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprint and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

*California Relay Telephone Service for the deaf or hearing impaired: from TDD phones (800) 735-2929; from voice phones (800) 735-2922.*