

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 8918510***

**Motor Vehicle Office Manager, Grade 23**

Brief Description of Class

Motor Vehicle Office Managers are responsible for the overall management of the daily operations of a District Office, directly supervising, monitoring and auditing the identification, licensing, registration, enforcement and, where applicable, testing and investigation activities. Incumbents are also responsible for the delivery of accurate and effective service to the general public, central operating Divisions, County Clerks, local Driver Safety Organizations, federal government agencies and various police and law enforcement agencies. Positions in this class exist only in the Department of Motor Vehicles (DMV).

Distinguishing Characteristics

*Motor Vehicle Office Manager:* full performance level; oversees and monitors all operations of a Motor Vehicle Issuing Office; exercises supervisory responsibility for a staff of up to sixty; exercises a high degree of autonomy and discretion in carrying out duties within an assigned District Office; acts as liaison between the Department of Motor Vehicles and local county DMV issuing offices, community and private driver safety organizations and law enforcement officials as needed.

Illustrative Duties

Under the general direction of a Motor Vehicle Program Manager 2:

- Monitors the issuance of learner permits, non-driver identification cards and driver licenses to motor vehicle applicants.
- Monitors the registration of vehicles.
- Directs the receipt and accounting of monies paid by the public.
- Ensures the delivery of courteous and accurate service to the general public.

- Responds personally to the more complex or sensitive situations from the public, and takes appropriate actions to resolve issues.
- Directs the operation of terminal devices in the issuing offices, ensuring the efficient operation of all office equipment such as computer terminals, telephones, cameras, fax machines, multi-function photocopiers, stand-alone customer operated kiosk devices, and printers.
- Organizes, schedules and supervises the workload of subordinate staff; provides for flexibility of work assignments in order to accommodate scheduled and unscheduled absences or abrupt changes in programs and/or policies.
- Directs the assignment of personnel; oversees the evaluation of employees' performance; and directs the hiring of qualified staff at all levels within the office.
- Arranges for the training and cross training of all members of his/her staff.
- Works closely with agency labor relations staff and local union representatives to resolve labor/management issues.
- Conducts continuous studies of office operations in order to forecast and improve office operations and work processes.
- Establishes qualitative and quantitative work standards for the Office, revising priorities and assignments as needed, and reassigning staff as needed to ensure functional coverage and equitable work distribution.
- Oversees the Testing and Investigation and Traffic Violations Bureau clerical units, where applicable, for coverage of tasks, responsibilities, staffing and delivery of accurate and courteous service to the public.
- Confers with supervisor concerning problem areas related to internal office operations, conflicting instructions from Central Office Divisions, or complaints from the public and prepares recommendations for the resolution of such issues.
- Individually or as part of a team, assists in the formulation, drafting and recommendation of modified or new operational policies affecting District Office services.
- Consults with the building landlord and/or private contractors regarding the provisions of the lease for the cleaning and maintenance of the office, building repairs, snow and trash removal, and improvements to the

physical plant including but not limited to painting, electrical, and plumbing matters.

- In conjunction with the District Director, consults with the Office of General Services, executive management, building landlords and private contractors during office renovations and/or relocations.
- Maintains contact with various contractual vendors, such as armored car couriers, security firms, and alarm companies, to ensure the delivery of contracted services.
- Assesses building and transaction processing vulnerabilities to ensure a safe working environment and to maintain the integrity of DMV's documents and data files.
- Coordinates responses and oversees activities during building emergency situations.
- Drafts correspondence and consults with various individuals and organizations on all phases of agency operations.
- In conjunction with the District Director, assists the various county issuing offices in resolving operational problems, interpreting the Vehicle and Traffic Law, and the Commissioner's Regulations and Department procedures.
- As requested, speaks to various municipal, county and public groups regarding new and existing programs, as well as the many aspects and workings of DMV.
- Oversees and monitors all accountability, auditing and security procedures/policies are properly followed to ensure that the optimum level of accountability, auditing and security is maintained.
- Maintains audit records of license, registration and enforcement processing.

#### Minimum Qualifications

##### *Motor Vehicle Office Manager*

Promotion: One year of permanent competitive service in a position allocated to Grade 17 or higher.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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