

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

Tentative Classification Standard

Occ. Code 8918810

Motor Vehicle Program Manager 1, M-1	8918810
Motor Vehicle Program Manager 2, M-2	8918820
Motor Vehicle Program Manager 3, M-3	8918830
Motor Vehicle Program Manager 4, M-4	8918840
Motor Vehicle Program Manager 5, M-5	8918850
Motor Vehicle Program Manager 6, M-6	8918860

Brief Description of Class Series

Motor Vehicle Program Managers are responsible for operational and policymaking activities within a program area or oversee regional operations of a major program area. They plan, direct, and coordinate operations of their assigned areas. Positions are established within divisions primarily responsible for providing programs and services, and not divisions responsible for administrative functions at the Department of Motor Vehicles.

Distinguishing Characteristics

Levels in this series are distinguished by an evaluation of the following factors: the degree of decision-making responsibility and level of accountability for actions taken; the size, complexity, and variety of the agency's programs; the range of functions for which the incumbent is responsible (evidenced by the size and composition of subordinate staff); and the scope and responsibility for providing comprehensive financial advice and assistance to management.

Motor Vehicle Program Manager 1: manages the operations of an assigned program area; supervises lower-level professionals in the execution of a variety of motor vehicle program functions.

Motor Vehicle Program Manager 2: manages the operations of a program area that is larger and/or with a wider scope of responsibility, or a field District Office administering the needs of the motoring public; supervises one or more Motor Vehicle Program Managers 1 and professional staff.

Motor Vehicle Program Manager 3: provides overall direction in a regional field office or program area supervising multiple subordinate Motor Vehicle Program Managers; resolves problems encountered by subordinate supervisors,

developing and implementing goals and objectives and promoting efficient operations within the office.

Motor Vehicle Program Manager 4: directs and coordinates the activities of a large division within an office; oversees multiple subordinate managers in the development of programs, objectives, policies, and operating standards based upon analysis of operations, reports, and recommendations.

Motor Vehicle Program Manager 5: manages a large office or multiple field operations within a major program area over multiple levels of Motor Vehicle Program Managers; responsible for long term strategic planning, assesses the effectiveness of existing programs, and delegate projects to subordinate managers.

Motor Vehicle Program Manager 6: directs a substantial agency program area such as Operations or Driver Licensing and Safety; directs the development of departmental policy programs and works directly with the Deputy Commissioner and Commissioner to finalize and implement programs in support of the agency's mission.

Illustrative Tasks

Motor Vehicle Program Manager 1

Manages and supervises staff and resources within program areas such as Driver Licensing, Motor Carrier Safety, the Governor's Traffic Safety Committee, Custom Plates, or Insurance Services.

Works with supervisors to set performance goals and training standards for unit staff; coordinates staff assignments within the program area.

Develops operating procedures for carrying out policies, goals, and objectives.

Evaluates operations using performance measures to ensure operational requirements and milestones are met.

Prepares reports for executive management, working committees, and other governmental entities to provide information about programs or projects.

Oversees the development and/or analysis of legislative proposals; analyzes, interprets, and implements regulations; and reviews program requirements.

Liaises with other DMV units, business partners, including State and Federal agencies, other states, industry groups and their representatives, to represent DMV's philosophies.

Motor Vehicle Program Manager 2

May perform all duties and responsibilities of a Motor Vehicle Program Manager 1.

Directs the overall activities of a program area such as Traffic Violations, Driver Safety Services, Operations & Customer Service, or Vehicle Safety and Clean Air, or the regional field operations of an assigned area.

Manages district office functions within assigned region; oversees operations of local field offices; registration and titling of vehicles; administration of preliminary license and road tests; licensing of drivers including identity authentication; suspension, restriction, and revocation of licenses and registrations, and restoration and issuance of conditional licenses; plate issuance and surrender; and facility maintenance.

Conducts studies of District Office operations, the organization and scheduling of work, the assignment of personnel, the preparation and justification of budget requests, and the determination of office operations and work processes.

Responsible for investigations involving alleged disabilities of licensed drivers, driving schools, and private service bureaus.

Coordinates with community leaders, law enforcement and judicial officials, private organizations, State issuing offices, and county clerk issuing offices to address issues; provides information about program changes and developments.

Oversees agency sanctioned training programs for each issuing office within the assigned jurisdiction.

Motor Vehicle Program Manager 3

Performs all duties and responsibilities of lower-level Motor Vehicle Program Managers.

Oversees operations of a program area such as Driver Licensing, Operations Systems, Implementation and Development, Partnering Programs, or Testing and Investigations Traffic Violations, Driver Safety Services, Operations & Customer Service, or Vehicle Safety and Clean Air; sets program standards and recommends changes that will reduce areas of vulnerability.

Meets with subordinate managers to establish work priorities and ascertain the progress of work assignments; advises staff of new or revised procedures.

Plans for personnel, space, and equipment requirements for annual budget requests and long-range planning.

Directs and manages the implementation of policies by coordinating with external customers including Department of Homeland Security, Social Security Administration, U.S. Citizenship and Immigration Services, and various state motor vehicle agencies.

Analyzes and proposes new legislation, rules and regulations for program impact and directs the development of procedures, policy guidelines and training necessitated by the changes.

Ensures that provisions of applicable laws, rules and regulations are uniformly adhered to relative to the operations of the program and/or within the activities of the regions.

Motor Vehicle Program Manager 4

Performs all duties and responsibilities of lower-level Motor Vehicle Program Managers.

Manages operations of a division such as Driver Vehicle Safety and Clean Air or Highway Safety Programs.

Assesses and prioritizes statewide training needs for staff development and operational support.

Initiates and directs studies of policy issues, legislative proposals, and Departmental program reviews; prepares briefing papers and makes presentations and recommendations to executive management.

Directs the development of agency policy and procedures as they relate to the responsibilities and activities of the division; develops new programs for the operation and monitoring of these implementations.

Provides policy advice to executive management and immediate assistance to subordinate supervisors in the establishment, evaluation and revision of policies, programs, and operations related to the program.

Prepares briefing papers and makes presentations and recommendations to executive management on matters relating to program area.

Motor Vehicle Program Manager 5

Performs all duties and responsibilities of lower-level Motor Vehicle Program Managers.

Delegates projects to subordinate managers, defines problems and alternatives and recommends solutions; identifies priorities, sets objectives and establishes methods to review and modify objectives; evaluates results and recommends actions to executive management.

Determines the need for studies through staff meetings, reports, legislative proposals, and independent assessment of developments.

Establishes monitoring and reporting procedures to ensure effective operation of all programs; appraises existing programs to provide the highest level of service.

Coordinates program policy with Department of Motor Vehicles policy and meets with other directors and deputy commissioners to ensure effective operation of Department programs.

Represents executive management at meetings with federal, State and local agencies and associations, as well as industry and community groups relative to motor vehicle safety issues.

Motor Vehicle Program Manager 6

Performs all duties and responsibilities of lower-level Motor Vehicle Program Managers.

Directs the development and analysis of new or existing department programs, policies, systems, task forces, organizations and procedures for a major program area.

Ensures communication to provide adequate understanding by managers and supervisors of program objectives and strategies.

Works directly with other office heads to obtain necessary legislation, legal opinions, staff services, educational programs, information technology assistance, and communications.

Informs Deputy Commissioner on completed reports and recommendations; assists the Deputy Commissioner in finalizing policies and programs.

Serves as Department liaison with federal regulatory agencies, major private sector corporations, State and local government agencies, and industry and community groups; acts as the Commissioner's or deputy commissioner's representative when needed.

Minimum Qualifications

Motor Vehicle Program Manager 1

Promotion: one year of permanent competitive service in a position allocated to Grade 18 or higher.

Motor Vehicle Program Manager 2

Promotion: one year of permanent competitive service in a position allocated to Grade 23 or higher.

Motor Vehicle Program Manager 3

Promotion: one year of permanent competitive service in a position allocated to Grade 25/M-1 or higher.

Motor Vehicle Program Manager 4

Promotion: one year of permanent competitive or service in a position allocated to Grade 27/M-2 or higher.

Motor Vehicle Program Manager 5

Promotion: one year of permanent competitive service as a Motor Vehicle Program Manager 3 or Motor Vehicle Program Manager 4.

Motor Vehicle Program Manager 6

Promotion: one year of permanent competitive service as a Motor Vehicle Program Manager 4 or Motor Vehicle Program Manager 5.

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 to 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.

Date: 2/2024

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