



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EE0-4</u>	<u>CODE</u>
DMV SERVICES MANAGER IV	41	A	11.428
DMV SERVICES MANAGER III	39	A	11.420
DMV SERVICES MANAGER II	37	B	11.429
DMV SERVICES MANAGER I	35	B	11.432

SERIES CONCEPT

DMV Services Managers plan, organize, coordinate, develop, and implement a broad variety of services and programs provided by the Department of Motor Vehicles (DMV) in one of the following divisions: Field Services, Central Services and Records, Management Services and Programs, or Compliance Enforcement.

Ensure consistent application and conformance with laws, regulations, requirements and restrictions related to issuance of driver's licenses, vehicle registration and titles, business licensing and enforcement activities; interpret and apply complex laws, rules, regulations and policies related to the full range of services applicable to the assignment; participate in developing and reviewing legislative initiatives, policies, forms and other materials.

Analyze and resolve problems; adjust priorities; review reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the State; coordinate and integrate the work activities of diverse teams; develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Plan, develop, implement, monitor and evaluate assigned services and activities and ensure proper implementation across divisional lines throughout the DMV; assemble and oversee the activities of cross-functional teams and other inter-divisional work groups; assist in the development of training materials for new and modified programs and services; oversee the development of communication plans for agency staff and external entities.

Ensure the integrity of programs and activities and conformance with legislative intent; work collaboratively with other managers, administrators and staff within the agency in the development and implementation of innovative programs and services; confer with federal, State and local government officials, representatives of the vehicle and insurance industries, and special interest groups to exchange information, identify problems and concerns, and resolve issues.

Design, formulate, establish and implement methods, standards and data collection techniques to evaluate program outcomes and success; identify areas of potential improvement and take appropriate steps as indicated; target deficiencies and develop remedial action plans based on analysis of current and historical data; participate in strategic planning and goal-setting activities for assigned areas of responsibility.

Perform related duties as assigned.

CLASS CONCEPTS

DMV Services Manager IV: Under administrative direction, incumbents report directly to a DMV Division Administrator. This level is distinguished from the lower levels by greater managerial responsibility reflected in directing DMV services and programs on a regional or statewide basis. This level in the series is further

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CLASS CONCEPTS (cont'd)

DMV Services Manager IV: (cont'd)

distinguished from the DMV Services Manager III by the broader scope of responsibility; independence with which positions function; decision-making authority; size of the budget administered; and number and level of employees directly or indirectly supervised which must include DMV Services Managers.

The primary responsibilities at this level are resource management and program implementation, and therefore, assignments are broadly stated in terms of program objectives to be met and State and federal standards of quality, accuracy, and timeliness. Incumbents are responsible for ensuring the efficiency and effectiveness of program implementation and management; long-range planning; expenditure of funds; problem resolution; planning and organizing work units throughout the region or statewide; determining work methods used to produce the desired results; and making proper interpretations of law, regulations and policies.

At this level, actions and decisions directly affect the content of major agency services provided to citizens of the State. Decisions concern the policies, procedures, and rules by which the programs are administered; the content of supportive programs; short and long-term planning; and the quality, cost, configuration and commitment of resources.

Field Services: An example of a DMV Services Manager IV is the position in the Field Services Division that manages all DMV metropolitan and satellite offices in Las Vegas. The incumbent reports directly to the Division Administrator and is responsible for planning, organizing, directing, and coordinating a broad range of DMV services provided to the southern area of the State. The incumbent supervises five DMV Services Manager III's and eight branch offices in southern Nevada, and provides general support to the managers throughout the district, ensuring a visible and active presence at department sites by traveling to each site and maintaining consistent contact. The incumbent is also responsible for establishing policies for the region and contributing to the development of departmental policy; exercising executive control and final action on major projects within the policies established by the department; and developing and managing the region's budgets to include determining and monitoring the need for and cost of equipment and supplies, overtime, travel, training, publications, data processing, printing, and committee, conference and meeting requirements.

DMV Services Manager III: Under general direction, incumbents plan, organize, coordinate, and oversee a broad variety of services, activities and programs, which either directly serve the driving public or support department staff in doing so. The actions and decisions of managers at this level directly affect the nature, quality, and effectiveness of services provided to customers, and decisions are not typically reviewed. Managers determine the methods and procedures necessary to provide essential services, meet established objectives, and ensure the quality, quantity, accuracy, and timeliness of services in accordance with federal and State rules and regulations. Incumbents assign, direct and evaluate the work of assigned staff; interview, select and hire personnel; delegate responsibility to appropriate levels; develop and communicate work performance standards consistent with principles of effective management; and identify training needs and provide for appropriate training opportunities based on organizational requirements and within budget constraints. Incumbents must have an in-depth knowledge of personnel rules, regulations, and principles applicable to hiring, training, evaluation, and discipline of subordinate staff. Examples of positions at this level include:

Field Services: DMV Services Manager III positions in this division manage the day-to-day operation and implementation of DMV services and programs through several subordinate supervisors in a major metropolitan field services office and satellite offices as assigned. Services administered at this level are broad and complex such as driver licensing and vehicle registration and titling. Services managed require interpretation of rules and regulations and the assessment of conflicting situations, divergent views and data that is complex. Management responsibilities require the resolution of difficult, complex, or sensitive problems through the interpretation or development of policies and procedures

As the highest level manager in a metropolitan DMV office, incumbents ensure effective and efficient delivery of services to DMV customers; participate in the development, analysis and revision of performance goals

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CLASS CONCEPTS (cont'd)

DMV Services Manager III (cont'd)

Field Services (cont'd)

and measurable outcomes; review weekly, monthly and quarterly reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the DMV; and develop and implement space utilization plans to provide smooth traffic flow for customers and optimum working conditions for staff.

They also analyze and resolve service delivery problems; adjust priorities to meet changing community needs to ensure that customers are served quickly, effectively and courteously; evaluate the need for extended hours or other alternate service delivery methods; coordinate and integrate the work activities of diverse teams; and develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Management Services and Programs: DMV Services Managers in this division plan, organize, coordinate, implement and monitor major State and federal programs in department wide programs in one of the following areas: vehicle registration and ownership; driver licensing; business licensing and motor carrier; or vehicle emission control. Duties associated with each assignment are as follows:

Develop, modify, monitor and manage a variety of vehicle registration and ownership programs and activities including privilege and sales tax collection, vehicle inspection and appraisal, insurance verification, special plate development and issuance, issuance of titles of ownership and dismantler and junk certificates, and development of informational and training materials for financial institutions, vehicle dealers, insurance carriers and others.

Develop, modify, monitor and manage driver licensing programs and activities including driver education and evaluation, issuance of licenses and identification cards, medical review, driver sanctions and intervention/improvement, development of programs for high risk drivers, drivers with disabilities, commercial driver's licensing, third party verification, development of regulatory standards for DUI/traffic safety/driver training schools, and administration of interstate compacts and information systems related to driver licensing.

Develop, modify, monitor and manage business licensing and motor carrier programs and activities including establishment of applicable regulations, standards and guidelines, preparation of education and training materials for various licensees, research of highly exceptional licensing applications, implementation of State and federal fuel licensing and tax collection programs and international agreements, and development of appropriate auditing and monitoring standards to ensure compliance with interstate agreements and regulations.

Develop, modify, monitor and manage emission control programs and activities including those for gasoline and diesel powered vehicles, emission stations and inspectors, evaluation of federal regulations, assessment of program needs, evaluation of requests from county and local agencies for program enhancements/modifications, grant administration, evaluation of compliance with designated air quality,

environmental and consumer protection standards, development of emission control education and training, equipment testing and standards, program monitoring for State and federal compliance, dispute resolution, and certification of emission inspectors.

DMV Services Manager II: Under general direction, incumbents manage internal and external services and are responsible for the development of policies and procedures for assigned programs within established guidelines. Managers at this level supervise subordinate supervisors and staff and must have sufficient knowledge of management and supervisory principles and practices to determine duties and responsibilities of subordinate positions, organize efficient and effective work units, and develop overall work plans, goals and objectives.

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CLASS CONCEPTS (cont'd)

DMV Services Manager II (cont'd)

Incumbents establish work priorities; identify, establish and develop appropriate work methods and processes; and complete work according to a variety of laws, rules, and regulations directly pertinent to the assigned functions. Work processes and procedures are reviewed to ensure conformance to established standards of quality, applicable regulations, and general acceptability. Incumbents have authority to make decisions concerning hiring, disciplinary action, and termination of staff. Incumbents may also expend funds for work unit supplies, parts and equipment, and other materials within established guidelines and regulations.

Central Services and Records Division: An example of a DMV Services Manager II is a position in the Alternate Services section that directs and oversees daily operations related to alternate services for vehicle registration renewal, driver license renewal, special vehicle license plates, undercover driver license and vehicle registration, the centralized telephone center, data integrity, and sales certification and research area. Another example is the position in the Processing Center that directs and oversees daily operations of the document processing and maintenance programs in the areas of title research, title production, salvage titles, insurance verification, license review, financial responsibility, microfilm-document processing and maintenance, and the centralized mail functions for the department.

DMV Services Manager I: Under general supervision of a higher-level manager, incumbents establish and implement work methods, standards, and procedures to accomplish service goals and objectives. They also provide information and justification on budget and strategic planning issues. And prepare and maintain statistical records for areas of responsibility. Incumbents also have subordinate supervision responsibility.

Central Services and Records Division: An example of a DMV Services Manager I is a position in the Records section in the Central Services and Records Division who is responsible for the management, direction and control of the following functions: vehicle renewal alternate services, driver license alternate services, special vehicle license plate, undercover driver license and vehicle registration, central telephone center, data integrity, and sales certification and research areas. The manager directly supervises subordinate supervisors and approximately 35 DMV Services Technicians and administrative support staff.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * A pre-employment criminal history check and fingerprinting are required. Persons offered employment in these positions will be required to pay for these items.

INFORMATIONAL NOTES:

- * Qualifying experience may be substituted for the education required above the high school level on a year for year basis.
- * Pursuant to NRS 293.5045, a voter registration agency shall not knowingly employ a person whose duties will include the registration of voters if the person has been convicted of a felony involving theft or fraud.
- * Some positions are required to undergo yearly criminal background and fingerprint checks at the expense of the employee.

DMV SERVICES MANAGER IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and five years of increasingly responsible professional experience which included program development and resource management, at least one year of

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER IV (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

which was at the managerial level; **OR** graduation from high school or equivalent education and nine years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least one year of which was at the managerial level; **OR** an equivalent combination of education and experience. *(See Special Requirement and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: analysis and problem solving techniques; program management principles and practices relating to staff and programs; principles, theories, techniques and trends in public or business administration. **Working knowledge of:** laws, rules, regulations, policies and procedures relevant to a complex program; group dynamics and leadership; organizational structure, functions, processes and applicable regulatory requirements related to a complex program. **Ability to:** plan, design, develop and implement new and modified programs and services for a regional or statewide program; interpret, explain and apply complex State and federal regulations and laws; direct managers and staff; promote support for the agency's program goals both within and outside the organization; organize staff and resources to provide services efficiently and meet customer needs; organize, coordinate and manage the operations and activities of a complex organization; review and prepare reports to administration. **Skill in:** planning, coordinating and supervising complex programs; evaluating the work performed by staff to ensure compliance and adherence to federal regulations and established policies, standards, and procedures; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: budget formulation and justification; State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration.

DMV SERVICES MANAGER III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and four years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and eight years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. *(See Special Requirement and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: problem-solving skills. **Working knowledge of:** team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements related to a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; principles and practices of management, supervision and leadership; oral and written communication skills; principles, theories, techniques and trends in public or business administration including financial management and employee relations; program or project management; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration. **Ability to:** plan, design, develop and implement new and modified programs and/or services in an assigned program area; interpret, explain and apply complex State and federal regulations, laws and guidelines related to assigned program and/or service areas; establish program and/or service objectives and performance goals and assess progress toward their achievement; write detailed policies, procedures, regulations and other materials as required; represent the department both within and outside the organization and gain support for the agency's program goals; review and analyze legislative

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
documents and correspondence; build consensus and promote ideas, programs, policies, and procedures to staff, administration, and the public; coordinate the work of a number of diverse work units using leadership, communication and negotiation skills; encourage and motivate staff to provide excellent customer service and quality staff managements; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration; State budget development and maintenance procedures as required by the assignment.

DMV SERVICES MANAGER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and three years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and seven years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. *(See Special Requirement and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: problem-solving skills; team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements of a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; oral and written communication skills; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration; principles and practices of supervision. **General knowledge of:** program or project management. **Ability to:** implement new programs and services in an assigned program area; identify training and employee development needs; establish and maintain cooperative working relationships with direct and indirect reporting staff, peers, administrators, or other agencies and businesses; write concise, logical, and grammatically correct analytical reports and/or correspondence and/or program documents; organize materials, information, and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency; train, supervise and evaluate the performance of professional and paraprofessional staff; develop standards, policies and procedures for implementation of programs and/or services; interpret and apply established policies, regulations and standards. **Skill in:** operation of computer equipment and associated software; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: budget and financial management development.

DMV SERVICES MANAGER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and two years of professional experience in a team leader capacity which included program development or implementation; **OR** graduation from high school or equivalent education and six years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, two years of which were in a team leader capacity; **OR** one year

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER I (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

of experience as a DMV Services Supervisor I; **OR** an equivalent combination of education and experience. (See *Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: written English sufficient to compose reports and business correspondence; teambuilding and group dynamics. **General knowledge of:** quality assurance principles and practices; problem-solving skills; strategic planning and goal-setting techniques. **Ability to:** establish and implement work methods, standards, and procedures; interpret and apply complex State and federal laws and regulations; monitor budgets and/or maintain financial records; plan and organize work assignments; operate computer equipment sufficient to retrieve and manipulate data; establish and maintain cooperative working relationships with others; identify relevant concerns to formulate logical and objective solutions to problems; negotiate and exchange ideas, information and opinions with others; establish work priorities and delegate assignments accordingly; make oral presentations to persuade others to accept a specific opinion or achieve consensus, and to explain and/or promote ideas, procedures, policies, and actions; adapt to changes in regulations and program requirements and implement new procedures; use procedure manuals, policy guidelines and other technical references to resolve complex problems and unique situations not covered by precedent. **Skill in:** operating keyboard equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: policies, guidelines, and regulations pertinent to the assignment. **General knowledge of:** State personnel practices.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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REVISED:		7/1/99P 11/30/98UC		
REVISED:		3/2/04UC		
REVISED:	12/19/07UC	12/19/07UC	12/19/07UC	12/19/07UC
REVISED:	7/31/12UC	7/31/12UC	7/31/12UC	7/31/12UC