



Office of Human Resources
Motor Vehicle Supervisor - CC2351

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General Statement of Duties

Performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles, assist the public by providing a variety of information, and ensures compliance with federal, state, and local statutes, rules, and regulations.

Distinguishing Characteristics

This class performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles. This class is distinguished from a Motor Vehicle Technician II that performs full performance level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles, assists the public by providing a variety of information including title application, customer identification requirements, emission testing, and insurance requirements, ensures compliance with federal, state, and local statutes, rules, and regulations, and collects all applicable fees and taxes. The Motor Vehicle Supervisor class is also distinguished from the Branch Manager class that directs and supervises the operations of a branch office for an agency or department.

Level of Supervision Exercised

Supervises two or more Motor Vehicle Technicians.

Essential Duties

Provides day to day supervision and works with staff to ensure a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of motor vehicle staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Trains new staff members on applicable statutes, rules, regulations, and requirements for motor vehicle licensing and titling, orients staff with appropriate policies and procedures, and ensures that work conforms to standards and state statutes.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with statutes and requirements including license plate stock, temporary permits, and titles. .

Conducts on-site investigations that may lead to criminal charges regarding fraudulent documents.

Ensures building and public safety by opening and closing an office daily by locking/unlocking door and setting/resetting alarms.

Acts as the custodian of city funds and balances, accounts for, and ensures cash management controls.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Financial Administration - Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects, and policies for a functional and/or operational area.

Influencing - Collaborates with, persuades and influences others.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of Colorado State Statutes related to registering, licensing, and titling of all types of motor vehicles, Colorado Registration Information System, newly enacted legislative bills regarding motor vehicles, tax regulations, and other federal, state, and local policies, laws, and requirements.

Knowledge of the principles of confidentiality related to the work assignment.

Education Requirement

Associate's Degree.

Experience Requirement

Two (2) years of experience at the type and level of Motor Vehicle Technician II.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Working Environment

Subject to many interruptions.
Subject to location re-assignment.
Pressure due to high public volume and demands.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Pushing: exerting force upon an object so that the object is away.
Lifting: Raising or lowering an object up to 50 pounds.
Pulling: Exerting force upon an object so that the object is away.
Stooping: Bending the body by bending spine at the waist.
Crouching: bending body downward and forward by bending legs.
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Far Acuity: ability to see clearly at 20 feet or more.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
Education Check
By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-618

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: