

POSTING IS REQUIRED

Classification Notice No. 1373

To: Agency Heads and Employees
From: Nita Henry, Executive Director
Date: October 31, 2012
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by adding Motor Vehicle Technician III (616-C).

Motor Vehicle Division has requested that Career Service Authority (CSA) create a new classification, Motor Vehicle Technician III. Motor Vehicle Division is phasing out the Motor Vehicle Supervisor classification, thus eliminating a level of supervision. The division will be using the Motor Vehicle Technician III instead. This transition will also provide career development opportunities for Motor Vehicle Technicians. The Motor Vehicle Technician III will perform lead work duties. The position will perform the duties of the Motor Vehicle Technician II as well as assist in running the daily operations such as opening, closing, securing offices, responding to escalated customers, issuing credits and making corrections to the State systems. They will assist with on the job training.

NEW CLASS

| <u>Job Code</u> | <u>Classification Title</u> | <u>Pay Grade & Range</u> |
|------------------------|------------------------------------|-------------------------------------|
| CC2738 | Motor Vehicle Technician III | 616-C (\$38,949 - \$56,866) |

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday November 15, 2012 9:00 a.m.** in the CSA Board Room, Room 4.I.4, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Alena Martinez alena.martinez@denvergov.org by 8:00 a.m. on **Wednesday, November 14, 2012**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Frances Trujillo frances.trujillo@denvergov.org at (720) 913-5168 no later than noon on **Tuesday, November 13, 2012**.

NEW CLASS

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|---|---|---|----------------------------|
| <u>Job Code</u> CC2738 | <u>Classification Title</u> Motor Vehicle Technician III | <u>Pay Grade</u> 616-C (\$38,949 - \$56,866) | |
| <u>Supervisory Level:</u> 2 – Leadworker | <u>EEO Code:</u> 6-Office/Clerical | <u>Medical Group:</u> S-Sedentary | <u>FLSA:</u> Non-exempt |

Synopsis:

Motor Vehicle Division has requested that Career Service Authority (CSA) create a new classification, Motor Vehicle Technician III. Motor Vehicle Division is phasing out the Motor Vehicle Supervisor classification, thus eliminating a level of supervision. The division will be using the Motor Vehicle Technician III instead. This transition will also provide career development opportunities for Motor Vehicle Technicians.

The Motor Vehicle Technician III will perform lead work duties. The position will perform the duties of the Motor Vehicle Technician II as well as assist in running the daily operations such as opening, closing, securing offices, responding to escalated customers, issuing credits and making corrections to the State systems. They will assist with on the job training.

This is the third class in a three class series. The Motor Vehicle Technician I and the Motor Vehicle Technician II classes are a progressive series. Employees can move through the progressive series from a Motor Vehicle Technician I to a Motor Vehicle Technician II. The Motor Vehicle Technician III class is not included in the progressive series.

Pay Rationale:

It is typical CSA compensation practice to place lead workers one pay grade higher than the highest classification it is leading. Based on this practice, it is appropriate to place the Motor Vehicle Technician III at 616-C, since this classification is responsible for performing lead work over the Motor Vehicle Technician I (614-C) and Motor Vehicle Technician II (615-C).

Employee Impact:

None

Budget Impact:

None

Organizational Data:

The Motor Vehicle Technician reports to the Motor Vehicle Supervisor who reports to the Branch Manager.

Proposed Effective Date:

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting reallocations shall be the beginning of the first work week following approval by the Board.



Career Service Authority

Motor Vehicle Technician III

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GENERAL STATEMENT OF CLASS DUTIES

Performs advanced, specialized 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. Performs permanently assigned lead work in assisting with daily operations of Motor Vehicle branches.

DISTINGUISHING CHARACTERISTICS

This class performs advanced, specialized work processing the registration and licensing of all types of motorized vehicles. It is distinguished from a Motor Vehicle Technician II class 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 Technician III class is also distinguished from the Motor Vehicle Supervisor that 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.

This is the third class in a three class series. The Motor Vehicle Technician I and the Motor Vehicle Technician II classes are a progressive series. Employees can move through the progressive series from a Motor Vehicle Technician I to a Motor Vehicle Technician II. The Motor Vehicle Technician III class is not included in the progressive series.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work

is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work over employees classified as Motor Vehicle Technician I and II.

ESSENTIAL DUTIES

Assists in running the daily operations such as opening, closing, securing offices, responding to escalated customers, issuing credits and making corrections to the State system.

Assists with on the job training on motor vehicle policies, procedures, methods and techniques in order to process and issue motor vehicle titles, licenses, and registration documents.

Processes new and license renewal applications and issues motor vehicle titles, licenses, registration documents, validation tabs, and permits by confirming a customer's identity and county of residence, verifying the accuracy of submitted documentation, determining the correct type of title and license to issue, and ensuring compliance with governmental statutes, rules, and regulations.

Assesses, calculates, and collects license fees, a variety of applicable taxes, and other related fees based on an analysis of each customer transaction.

Responds to complex customer questions and issues such as licensing and titling procedures, fee and tax requirements, emission testing, and insurance requirements, explains statutes, policies, procedures, and rules, and assists customers resolve problems and/or concerns.

Processes payment transactions utilizing the cash tendering system, maintains cash drawers, balances and reconciles both cash and check transactions daily, resolves any balancing problems, deposits daily revenues, and enters information into the state computer system.

Processes license renewal applications received in the mail or on-line, reviews documents for completeness, accuracy, and compliance with statutes, issues motor vehicle registration documents and validation tabs, determines why some renewals are rejected, and sends correspondence to customers explaining fees, reason for rejection, and policies and procedures.

Maintains assigned state inventory and files and records required by the Colorado Department of Motor Vehicle.

Operates a variety of office equipment, performs preventative maintenance, reports all malfunctions, and troubleshoots problems in conjunction with a repair technician until the machine is in working order.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Contracting/Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract administration.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Flexibility – Adapts quickly to changes.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

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.

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.

Pushing: exerting force upon an object so that the object is away.

Lifting: Raising or lowering objects 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.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

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.

Working Environment:

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

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of clerical experience which must include one year of experience at the type and level of a Motor Vehicle Technician II.

Education/Experience Equivalency:

Additional appropriate education may substitute for the minimum experience requirement except for the one year of experience at the Motor Vehicle Technician II level.

Licensure and/or Certification:

By position, requires possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: xx/xx/2012

ESTABLISHED BY: Alena Martinez

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class.