

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV39504
Job Class Code:	190	Salary Schedule:	ASRRMVD
EEO Category:	05	Grade:	18
Workers Comp Code:	7720		

Job Code Established:	10/13/92	Effective Date:	
Job Code Revised:	07/01/98	Effective Date:	

JOB CODE SERIES: Motor Vehicle Safety Series

JOB CODE TITLE: MOTOR CUSTOMER SERVICE SUPERVISOR

HRIS TITLE: MOTOR CUST SVC SPV

CHARACTERISTICS OF THE CLASS: Under general supervision from a Motor Vehicle Regional Manager. Has the authority to delegate work assignments, determine training needs, instruct and counsel staff; interpret and enforce motor vehicle laws within established guidelines. Supervises one or more programs relating to driver's license, title and registration, Permits, and/or Motor Carrier Tax Revenue. May supervise more than one office and may be responsible for maintaining the budget of assigned area(s). Work product consists of difficult complaints/problems resolved; administrative decisions and statute interpretations disseminated; activity/progress reports submitted; coordination of work flow within assigned unit(s); and staff assignments scheduled. Responsible for supervision of staff; overall quality of performance/productivity of assigned unit(s); and proper relationship and image with the public.

EXAMPLES OF DUTIES: Supervises the daily operation of a subordinate staff. Coordinates the collection, summarization, analysis and review of data necessary for the preparation of management reports. Interprets, applies, and implements relevant program or operation rules, regulations, laws and policies for the work unit. Reviews problems presented by the public, interprets statutes or regulations, exercises considerable judgment and discretion, resolves problems, and makes determinations. Conducts oral interviews and/or investigations regarding violations of state motor vehicle laws, rules, and regulations. Counsels with citizens regarding their responsibilities and driving habits. Reviews court documents, driver records, and title and registration printouts to direct correct driver improvement actions, as prescribed by statute, policies, and procedures. Investigates false and fraudulent driver's license applications. May review accident reports to determine compliance with financial responsibility laws, explains responsibility laws, rules and regulations. Researches and composes correspondence. Performs related work as required.

WORK CONDITIONS: Travel as required; resolves client complaints or problems under adverse conditions. Works various shifts and locations region-wide.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Motor Vehicle laws, rules, and regulations; State and County voter registration policies and procedures; principles and practices of effective public administration; supervisory principles and techniques, and personnel rules; Motor Carrier medical, and criminal justice system.

Skill/Ability to: Interpreting motor vehicle laws, rules and regulations; resolving complaints, discrepancies and problems in an expedient manner; interpersonal relations; gathering and preparing data for all reports appropriate to the assigned unit(s); supervising multi-location operations and subordinate staff; oral and written communications.

Experience and Education: Typical ways to obtain the KSAs would be:

- Two years experience in Arizona State Service as a Motor Vehicle Customer Service Representative; or
- four years of experience in a high visibility public contact setting in a regulatory or public service environment one year of which must have been in a supervisory capacity.
- A Bachelor's degree in Business or Public Administration or related field will substitute for two years of the required work experience.
- Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.

SPECIAL SELECTION FACTORS:

Skill in the operation of keyboard equipment is required. A current Arizona Driver's License appropriate to the assignment is required at time of appointment.