

DVS PROGRAM SUPERVISOR

KIND OF WORK

Advanced professional supervisory program management work.

NATURE AND PURPOSE

Under administrative direction, an employee in this class coordinates and manages the activities of a specific Driver and Vehicle Services Unit(s), ensuring that the mandate of the law is met; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Directs and reviews the activities of supervisors to so that the unit functions effectively and efficiently.

Ensures that employee and unit production standards are established and monitored by developing appropriate guidelines.

Ensures that complex problems and/or questions regarding unit's policies and procedures are dealt with properly.

Ensures the compilation and maintenance of information vital to the unit/program.

Meets with DVS management and personnel from other agencies to review and discuss new ideas pertaining to the efficient functioning of the Division.

Develops new legislation based on program needs and in response to federal legislation or policy change.

Follows the progress of legislative issues pertaining to the unit's programs.

Attends nationwide conferences on issues relating to the unit/program.

Stays current with technology advances and recommends equipment and software changes for the unit.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

All laws, regulations, and procedures pertinent to the incumbent's position within the Division.

Workings of groups and sub-groups relating to the incumbent's position within the Division.

Management and supervisory techniques.

Skill in:

Public speaking, due to numerous speeches and spontaneous responses required.

Form design and form design tools.

Human relations and conflict resolution sufficient to deal with complex personnel issues.

Ability to:

Create, promote and maintain cooperative working relationships with employees, as well as with all persons, groups and agencies interacting with the Division.

Analyze and handle any problems that arise with personnel and clientele.

Make logical job assignments based on work objectives and coordinate activities within and between work units.

Est.: 03/24/87
Rev.:
Ckd.:

T.C.:
Former Title(s):