



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

MVD (MOTOR VEHICLE DIVISION) AGENT SERIES

Class Title	Class Code	Pay Band	Alt Pay Band*
MVD Agent	R40311	45	50
MVD Agent Senior	R40312	50	55
MVD Agent Supervisor	R4030S	60	65

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

MVD Agents may operate within either the central office or field offices. Employees in this role assist customers in processing vehicle and driver transactions in person, by mail or telephonically.

Nature of Work

MVD Agents are the front line of MVD's operations. Employees in this role process various vehicle and driver transactions that impact New Mexico residents and other users of the State's roads and highways. Driver transactions range from issuing identification cards to posting citation payments to a driver's record, for both commercial and non-commercial drivers. Vehicle transactions range from titling a vehicle to posting dismantler information or tracking insurance information. In addition, this position may support auto dealer licensing.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

MVD Agent

- Utilizes MVD's data systems to process vehicle and driver transactions.
- Reviews each transaction's supporting documentation to ensure compliance with state and federal law.
- Receives, processes, and accounts for payment for transactions conducted in person, by mail or by phone.
- Provides quality customer service by greeting and serving customers in person and fielding inquiries made telephonically, via the internet or by mail.
- In field offices, this position is responsible for leaving the office to accompany drivers on road tests or to conduct vehicle identification number inspections.

Recommended Education and Experience for Full Performance:

High school diploma and two (2) years of general office, clerical and/or administrative experience or an Associate's degree in any field.

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Minimum Qualifications:

High school diploma or GED and six (6) months of general office, clerical and/or administrative.

MVD Agent Senior

- Utilizes MVD's data systems to process vehicle and driver transactions.
- Reviews each transaction's supporting documentation to ensure compliance with state and federal law.
- Receives, processes, and accounts for payment for transactions conducted in person, by mail or by phone.
- Provides quality customer service by greeting and serving customers in person and fielding inquiries made telephonically, via the internet or by mail.
- In field offices, this position is responsible for leaving the office to accompany drivers on road tests or to conduct VIN inspections.
- Trains and tracks employee performance by assigning and evaluating job tasks.
- Evaluates process flows to ensure work is completed on-time and efficiently and revises work flows if necessary.
- Promotes quality customer service by applying customer sensitivity practices.
- Keeps up-to-date with MVD policies and procedures by accessing any changes in the MVD manual.
- Acts as a liaison to courts, law enforcement, and other government agencies
- Performs audits and verifies agent transactions and documents
- Reviews and provides feedback on new policies and procedures

Recommended Education and Experience for Full Performance

Associate's degree and two (2) years of general office, clerical and/or administrative experience.

Minimum Qualifications:

High school diploma or GED and one (1) year of general office, clerical and/or administrative experience.

MVD Agent Supervisor

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Oversees smaller MVD fields offices.
- Trains and tracks employee performance by assigning and evaluating job tasks.
- Evaluates process flows to ensure work is completed on-time and efficiently and revises work flows if necessary.
- Promotes quality customer service by applying customer sensitivity practices.
- Keeps up-to-date with MVD policies and procedures by accessing any changes in the MVD manual.

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- Monitors and evaluates employee performance, assigns tasks and ensures compliance with federal/state laws
- Trains new employees, conduct evaluations, and monitor employee performance
- Handles and resolves customer complaints and issues and promotes quality customer service
- Keeps up-to-date with MVD policies and procedures and disseminates the information for staff

Recommended Education and Experience for Full Performance

Bachelor's degree and two (2) year of experience in office administration, budgeting, purchasing, finance, accounting, auditing, cash management and/or contract management.

Minimum Qualifications

Associate's degree and two (2) years of general office, clerical and/or administrative experience. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Note: the MVD Field Agent Supervisor is a FLSA Exempt position.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Service Orientation — Actively looking for ways to help people

Speaking — Talking to others to convey information effectively.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions*, and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-exempt. *Note: the MVD Agent Supervisor is a FLSA Exempt position.* FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 06/24/2013 Revised:

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.