



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### MOTOR VEHICLE DIVISION (MVD) STAFF ADMINISTRATOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
MVD Staff Administrator	R4032S	65	70

*\*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

Devotes a substantial portion of time assigning and directly supervising the work of at least two (2) full time equivalent employees\*\*, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. The MVD Staff Administrator also conducts interviews and recommends the selection of applicants and trains personnel.

#### Nature of Work

The MVD Staff Administrator devotes a substantial portion of time assigning and directly supervising the work of at least two (2) full time equivalent employees. The MVD Staff Administrator approves overrides, no fee transactions, and voids. The position also decides issues of contention between customers and staff, such as the acceptability of verification documents.

#### Distinguishing Characteristics of Levels

*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.*

- Devotes a substantial portion of time assigning and directly supervising the 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.
- Oversees a large MVD field office.
- Completes work orders, conducts interviews, hires, schedules, evaluates, and appropriately disciplines personnel.
- Provides oversight and guidance to agents to ensure that customers receive quality customer service. Approves overrides, no fee transactions and voids. Audits the agents transactions and ensures deposits are timely.

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- Receives training on new processes and procedures and provides training to agents on how to perform specialized transactions necessary to provide quality customer service.
- Meets with customers to help resolve motor vehicle issues, performs transactions when necessary and provides community outreach when possible.

### Recommended Education and Experience for Full Performance

Bachelor's Degree in Business Administration, Public Administration or Accounting and three (3) years of directly related job experience in the areas of budgeting, accounting, auditing, purchasing, cash management and/or financial management, one (1) year of which must be supervisory.

### Minimum Qualifications

Bachelor's Degree in Business Administration, Public Administration or Accounting and two (2) years of directly related job experience in the areas of budgeting, accounting, auditing, purchasing, cash management and/or financial management, one (1) year of which must be supervisory. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

## 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

**Leadership** - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

**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

**Leadership** - Displaying attributes that make employees willing to follow; applying effort to

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increase productivity in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

**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.

**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:** Exempt. 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:**

*\*\*Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*