



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505

Classification Description

MOTOR VEHICLE DIVISION (MVD) BUREAU CHIEF

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alternate Pay Band*</u>
MVD Bureau Chief	X34031	75	80

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

Purpose of Position

This position provides direction and guidance to MVD Staff Administrators and Field Agent Supervisors and manages the daily operations of an MVD field office or central administration unit.

Nature of Work

MVD Bureau Chiefs either oversee one quadrant of the state or work in the main office. This position provides direct counseling to management within its quadrant, including opinions on state and federal policy, advice for dealing with difficult situations and the deliverance of excellent customer service. Bureau Chiefs also ensure compliance with policies and procedures, as well as contract compliance; daily remittance of MVD fees, reports and payments; clearing accounts; data entry into the financial system as needed; review of MVD documentation; and compliance with bond requirements. The MVD Bureau Chief contributes to the division's legislative activity, including serving as a subject matter expert to legislators, reviewing proposed legislation, and suggesting statute revisions. This position actively participates in strategic planning and supports the division's management and operational goals.

Distinguishing Characteristics

Note: The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Manages a complex office or unit that varies widely by region and function, requiring a high degree of innovative thinking to define and resolve unique and complex problems
- Provides support and guidance to field office managers, work units within central administration, and MVD partners in policy, procedures, customer service, and conflict resolution
- Represents the division in interactions with partner agencies and organizations, including legislative members and Executive staff
- Develops, implements and monitors MVD policies for compliance with the Motor Vehicle Code and state and federal laws; including interpreting statutes and writing policy that adheres to statute and promotes efficiency and effectiveness
- Maintains up to date and accurate knowledge of all MVD functions and transmits this knowledge to employees and customers; including customer sensitivity practices designed to provide extraordinary customer service and staff support
- Works with the MVD Director to establish efficient methods of enhancing customer experience in MVD offices

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- Provides accurate and timely information to the Field Operations Manager with regard to field operations within sphere of influence
- Often operates with a high degree of autonomy, with the need to resolve unique problems rapidly and without guidance

General Characteristics

Any one position may not include all General Characteristics listed nor is this inclusive of all General Characteristics possible for the MVD Bureau Chief.

Scope and complexity of responsibility – Regulated; the assigned objective is defined by statute, grant, agency policy, etc. MVD Bureau Chief has **moderate** latitude to change the scope, impact, or policy of the objective

Types of employees managed – MVD Bureau Chief is assigned **moderate** staffing resources; supervisors, low-level managers, technical and professional staff.

Financial accountability – Objective managed has a **moderate** relative relationship to the mission of the total organization.

Strategic planning/decision challenge - Clearly defined procedures; deals with challenges requiring the search for solutions that are typically found through experience or research into solutions to similar problems. **Develops objectives and organizational plans for the effective delivery of services. Facilitates local advisory group(s). Provides input and influences the direction of groups in order to improve the delivery of good and services to citizens, customers, and clients.**

Manager Concept

The MVD Bureau Chief administers resources, operational activities and supervises at least two staff to ensure delivery of products and services to the citizens, customers, clients, etc.

The MVD Bureau Chief works within parameters/guidelines established by higher levels of management. Operations managed are subject to periodic review for results. The organizational unit managed represents a **moderate** part of the department's total operations. The section managed is normally an organizational segment of a program or group of programs. Incumbents usually have **moderate knowledge of the section's work processes**, often serving as resource of information on the subject.

Minimum Qualifications

Bachelor's Degree in Business Administration, Public Administration or Accounting and five (5) 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 nine (9) years may substitute for the required education and experience.

Statutory Requirements

If a Statutory Requirement is associated with a position in this Manager Category, it will apply.

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Conditions of Employment: Working Conditions for individual positions in this Manager Category Level will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted.

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 : Not Represented

Developed: 06/24/2013

Revised: