



State of New Mexico
Classification Description

MOTOR VEHICLE DIVISION (MVD) OPERATIONS GENERALIST

General Summary

MVD Operations Generalist independently manage and administer the overall operations and compliance of an MVD office, frequently in a remote location or town.

MVD Operations Generalist

Jobcode: R40320

Pay Band: 60 (Alternative Pay Band: 65)

FLSA Status: FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Distinguishing Characteristics

This level is assigned to duties and responsibilities which are complex, difficult, and varied, relative to the work in the classification series. Work requires the development and adoption of non-standard procedures and has more impact and consequence of error than the full-performance level. Work may be performed under limited supervision. Incumbent possesses considerable latitude to accomplish tasks.

Recommended Education and Experience for Full Performance

Bachelor's degree and two (2) years of experience in office administration, budgeting, purchasing, finance, accounting, auditing, cash management and/or contract management. Any combination of education from an accredited college or university in a related field and/or direct experience as it pertains to the essential duties and responsibilities of this classification totaling six (6) years may substitute for the required education and experience.

Minimum Qualifications

Associate 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 as it pertains to the essential duties and responsibilities of this classification totaling four (4) years may substitute for the required education and experience.

Essential Duties and Responsibilities*

- Administers and enforces New Mexico's motor vehicle code through a system that efficiently and securely delivers quality customer service.
- Performs complex transactions regarding issuance of federally compliant credentials, ownership documents on titles, reinstatement, and suspension of credentials, and issuances of medical denials and concerns to name the most common transactions.
- Problem solves through customers' challenges daily to include customers purchasing vehicles without titles, stolen vehicles or customers needing credentials without having documentation to prove their identity.
- Consults with local governments as needed for subpoenas.
- Works collaboratively with MVD management team, supervisors, and staff, to operate with professionalism and to be expeditious in achieving results.
- Coordinates vehicle and driver information by utilizing system and record updates according to policy and statute.
- Completes required reports timely and works closely with MVD Bureau Chief on major improvement initiatives to ensure successful implementation of objectives that have been set by the Division.
- Initiates and tracks tangible quarterly deliverables in consultation with MVD Bureau Chief to achieve set targets in field office per quarterly reports.

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Statutory Requirements: Statutory requirements for individual positions in this classification will vary based on each agency's utilization, essential functions and recruitment needs at the time a vacancy is posted including. It is the hiring Agencies responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Conditions of Employment: Conditions of employment 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 including.

Working Conditions: 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.

Established: 12/10/2021

Revised:

**Essential Duties and Responsibilities 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 duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*