

Class Concept

Under the direction of the District Field Manager, the Deputy Field Manager provides comprehensive collaborative management for DMV field services and operations located within the assigned district. Specifically, the District Deputy Field Manager assists the District Field Manager in providing administrative and managerial oversight to the contracted License Plate Agencies (LPAs) and State-operated Driver License Offices located throughout the assigned district.

The Deputy Field Manager will assist the Field Manager in ensuring that field offices adhere to customer service standards set forth by the Division; interviewing and making hiring recommendations for vacant positions throughout the district; identifying training needs; reviewing and/or completing performance management evaluations for district staff; ensuring that district staff have appropriate level of access to computer systems and DMV databases; ensuring that access to computer systems and DMV databases is revoked when an employee or an LPA leaves; assist in conducting investigations of internal and external complaints and issues; providing documentation and testimony in grievance hearings and other court proceedings; monitoring inventory and fixed assets for offices within assigned district; providing technical advice and guidance regarding vehicle titling and registration and driver license issuance as needed; reviewing error records and files with LPAs and ensuring that errors are charged correctly; reviewing driver license issuance errors and ensuring that corrections are made as necessary; initiating customer contact should the customer need to return to the office or to advise on the status of a complaint; assist Field Manager in checking PCI compliance on an annual basis; periodically inspecting facilities to ensure that correct signage is being utilized, security cameras are present and operational, inventory and confidential documents are stored in a secure area, offices are maintaining acceptable customer wait times, restrooms are accessible and not in need of repair, employees are adhering to appropriate dress code, etc.

Recruitment Standards

Knowledge, Skills, and Abilities

Knowledge and experience with customer service principles and practices such as customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction and resolving customer issues; Experience in planning, assigning, delegating and supervising the work of others; Experience with monitoring/assessing the performance of individuals to identify what is needed for improvement and administering coaching, mentoring, counseling, corrective action, training, etc. as necessary to ensure expectations are met; Experience in interpreting and explaining policy, procedures, rules, regulations and/or law to a diverse clientele; Experience with resource allocation and coordination of people and resources.

Minimum Education and Experience

Associates degree in Business Administration or related field and two years of facility/program management experience within a regulatory or law enforcement environment including at least one year in a supervisory capacity; or graduation from high school and six years facility/program management experience within a regulatory or law enforcement environment including at least two years in a supervisory capacity; or an equivalent combination of education and experience.

*License or Certification Required by Statute or Regulation

Must have a valid North Carolina Driver License with no suspensions or revocations within the past 10 years in any state for any motor vehicle related offense and no more than 3 active points. This position is considered "covered" under the REAL ID Act. Therefore, pursuant to 6 CFR, 37.45, the selected candidate will be required to undergo a background check which includes a name-based and fingerprint-based criminal history record check. The candidate that is selected for the position will be given a conditional offer of employment that would allow him or her to begin work subject to the results of the background check. Prior to beginning employment, the selected candidate will be required to submit to a name-based and fingerprint-based criminal history record check. A cost will be associated with this process for new employees. No cost is associated with this process for existing DMV employees.

Special Note – This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.