

Class Concept

This is administrative and managerial work in directing the activities of a major section of the Division of Motor Vehicles. Position has statewide programmatic responsibility over directing work of units within the assigned section. Position is responsible for supervising subordinate senior management staff, providing strategic and organizational planning and leadership in carrying out Division goals and objectives as established by the Commissioner and Assistant Commissioners, overseeing legislative initiatives from development of new legislation through implementation of new laws, and identifying process improvement opportunities.

Work involves the establishment of program policies, development of long-range goals and objectives, oversight of the administration of State and Federal funds, and performance of other related work as required. Work also involves overseeing development of standards and ensuring adherence to Chapter 20 of the North Carolina General Statutes, as well as State and Federal policies, rules, and regulations governing DMV operations.

Work is performed under the general supervision of the Assistant Commissioner, but the employee is expected to exercise independent judgment in the development, interpretation, application and enforcement of policies, rules, and regulations.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of management principles, techniques and practices of business administration as applied to government programs.
- Thorough knowledge of State and Federal laws, especially Chapter 20 (NC Motor Vehicles Laws).
- Thorough knowledge of State personnel policies and procedures.
- Leadership skill directing others to resolve business problems that affect multiple areas.
- Thorough knowledge, expertise and experience in specialty or work area to ensure successful program development and delivery including problem identification and resolution.
- Ability to plan, coordinate, direct, implement and evaluate programs and their effectiveness.
- Ability to exercise judgement and discretion in establishing, applying and interpreting a wide range of policies and procedures.
- Ability to plan, assign and supervise work of subordinate employees.
- Ability to make independent decisions by interpreting and/or incorporating laws, rules, and/or regulations that impact a statewide operation.
- Ability to analyze the needs and identify critical continuous improvement initiatives that are needed to further the mission and goals of DMV.
- Ability to work with partners to identify common goals and negotiate resources to maximize outcomes.

Minimum Education and Experience

Bachelor's degree in Business Management, Public Administration or related field from an appropriately accredited institution and six years of progressively responsible administrative or management experience; or an equivalent combination of education and experience.