

Class Concept

The primary responsibility of the DMV District Manager is to provide comprehensive management for DMV field services and operations located within an assigned district. Specifically, the District Manager provides oversight and supervision to the contracted License Plate Agencies (LPAs) and State-operated Driver License Offices located throughout the assigned district. To this end, the District Manager will ensure that field offices adhere to customer service standards set forth by the Division; interview and make hiring recommendations for vacant positions throughout the district; identify training needs; review and/or complete performance management evaluations for district staff; ensure that district staff have appropriate level of access to computer systems and DMV databases; ensure that access to computer systems and DMV databases is revoked when an employee or an LPA leaves; conduct investigations of internal and external complaints; assist License and Theft in investigations of alleged wrongdoing by LPA agents or their employees; administer appropriate action to address issues identified through an investigation; provide documentation and testimony in grievance hearings and other court proceedings; provide written notification to the contracted LPA agent when an LPA office is closed by the State or voluntarily; manage inventory and fixed assets for offices within assigned district; provide technical advice and guidance regarding vehicle titling and registration and driver license issuance as needed; review error records and files with LPAs and ensure that errors are charged correctly; review driver license issuance errors and ensure that corrections are made as necessary; initiate customer contact should the customer need to return to the office or to advise on the status of a complaint; review new LPA office location requests and coordinate the opening and closing of LPA offices with HQ management and other DMV staff; check PCI compliance on an annual basis; periodically inspect 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. The DMV District Manager may directly supervise Driver License Senior Examiners assigned to their district.

Recruitment Standards

Knowledge, Skills, and Abilities

- 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 establishing goals and objectives that support the organization's strategic plan.
- Knowledge and experience with customer service principles and practices, including customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction and resolving customer issues.

Minimum Education and Experience

Associates degree in Business Administration or related field and four years of facility/program management experience within a regulatory or law enforcement environment including at least three years 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 three 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.