

<b>DIVISION</b> Codes & Standards	<b>UNIT</b> Registration and Titling Transaction Processing	<b>POSITION NUMBER</b> 401-850-9926-002	<b>CLASSIFICATION</b> Supervising Program Technician III
<b>LOCATION</b> 2020 W. El Camino Avenue (HQ) Suite 200 Sacramento, CA 95833	<b>WORKING TITLE</b> Supervising Program Technician III		<b>EFFECTIVE DATE</b>
<b>SUPERVISOR NAME</b> Kelly Stolpe	<b>TITLE</b> Mobilehome Registration Supervisor III		<b>INCUMBENT</b>

<b>% of Time</b>	<b>DESCRIPTION OF DUTIES</b>
	<p><b>General Statement: Working Hours: M-F 8:00AM thru 5:00PM</b>  Under the general direction of the Mobilehome Registration Supervisor III, the incumbent will work in the Sacramento Headquarters office and will have the responsibility for a large working group performing Program Technician work in the Registration and Titling Transaction Processing Unit.</p>
35%	<p><b>Essential Functions:</b>  Plan, organize, and direct the work of Program Technicians, including, but not limited to Program Technician III's, Program Technician II's, and Program Technician 's, involved in the automated processing and analysis of a variety of complex mobilehome, commercial modular, floating home and truck camper registration and titling applications. Provide technical support on complex issues that require a detailed review of data through accessing the Codes and Standards Automated System (CASAS) to identify problems and solutions for completion of application requests. Correspond with the public at the public counter, by telephone and/or written correspondence on complex and difficult applications; explain provisions of the law and administrative policies and procedures.</p>
35%	<p>Monitor performance through various production documents, supervisor's daily reports, personal observations; modify assignments as needed. Identify performance expectations utilizing probationary reports, Individual Development Plans, and/or annual Performance Reviews; conveys expectations to employees via written and verbal communication/direction; provide continued support with employees to ensure that performance expectations are being met to further enhance their development.</p>
20%	<p>Gather and compile statistical information by accessing data thru CASAS to prepare written reports as needed. Use specialized knowledge of the CASAS system to obtain this information and set priorities related to production to assure the continued workflow and production meets the demands of the public. Train and instruct subordinate staff in the principles, regulations and laws associated with the Registration and Titling Program.</p>
10%	<p>Acts as the liaison with the other six programs in the Division of Codes &amp; Standards when information or procedures overlap into Registration and Titling as well as the Board of Equalization, Department of Motor Vehicles, and other State of California agencies that affect the Registration and Titling program. Assists with creating revisions of the R&amp;T Procedure Manual.</p>
	<p><b>Marginal Functions:</b> Not Applicable</p>

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	<p><b>Physical Requirements:</b> This position will require the incumbent to have the ability to sit for up to 4 to 6 hours at a time; manual or finger dexterity required for keying at a computer; sight and hearing to be able to perform the essential functions is necessary. The incumbent will be required to work with a variety of office equipment, including but not limited to, telephones, fax machines, personal computers, copiers, printers, etc.</p> <p><b>Working Conditions:</b> The incumbent will work in an indoor environment consisting of fluorescent lighting, building ventilation and open air modular cubicle workstations in an air conditioned office building. Additional fluorescent lighting is available under the attached overhead cabinets.</p> <p><b>Supervision Received:</b> The incumbent will work under the general direction of the Mobilehome Registration Supervisor III and may receive direction from the Mobilehome Registration Supervisor II's or the Mobilehome Registration Program Manager.</p> <p><b>Supervision Exercised:</b> The incumbent exercises direct supervision over a large working group of Program Technicians. These positions consist of Program Technician levels I-II-III.</p> <p><b>Administrative Responsibilities:</b> Complete Probationary Reports and annual performance reviews. Engage in the progressive discipline process with employees to preempt the need for formal discipline.</p> <p><b>Personal Contacts:</b> The incumbent is regularly in contact with private party purchasers and owners of mobilehomes, commercial coaches, floating homes, and truck campers, as well as professional agents from escrow companies, dealers, real estate companies, and financial institutions. Other contacts include the Board of Equalization, County Assessor's Offices, Tax Collector's Offices, attorneys, and any other party with questions regarding Registration and Titling.</p> <p><b>Consequence of Action:</b> The prompt and efficient actions of the incumbent have a direct bearing on the success of this Department's Registration and Titling Program; especially in providing a full range of consumer services and protection in compliance with all the various laws and regulations that govern the registration, titling, and taxation of manufactured homes, mobilehomes, commercial coaches, truck campers, and floating homes. The incumbent must exercise good judgment in making decisions affecting all aspects of the Transaction Processing Program operations. Good judgment must also be used when communicating with management, other supervisors, line staff and external customers to maintain acceptable work processing standards and to effectively communicate with all customers. Any errors or mishandling of matters could have a negative impact on the Registration and Titling Program, the Division of Codes and Standards and the Department.</p> <p><b>Other Information:</b> The position requires detailed knowledge of the laws, rules and regulations concerning registration and titling of manufactured homes, mobilehomes, commercial modulars, floating homes and truck campers and experience working with manuals and codebooks. In-depth knowledge of the Codes and Standards Automated System (CASAS) and experience in training support staff. The incumbent must have good oral and written communication skills and the ability to get along with a variety of people. The incumbent may be required to converse in person or on the telephone with irate or difficult individuals and must provide excellent customer service in a professional manner.</p>

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**EMPLOYEE STATEMENT**

I have discussed the duties and responsibilities of the position with my supervisor. I certify that I am able to perform the essential functions listed with or without reasonable accommodation. I understand that I may be asked to perform other duties as assigned within my current classifications including work in other functional areas as business needs require.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SUPERVISOR STATEMENT**

I certify that I have discussed the duties and responsibilities of the position with the employee.

**Supervisors Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_