

BRANCH OFFICE MANAGER - MVD

POSITION SUMMARY

The Branch Office Manager leads day-to-day operations at the Motor Vehicle Department branch office. This role ensures efficient customer service, oversees motor vehicle registration and titling functions, manages office staff, maintains compliance with state and federal regulations, and safeguards public trust and confidentiality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Interview and recommend staff for hire.
- Develop job descriptions, performance indicators, and training plans.
- Conduct performance reviews and take corrective action as needed.
- Mentor staff to support a team-oriented environment.
- Accept and reconcile daily cash drawers; prepare deposits.
- Schedule staff to ensure optimal customer coverage.
- Monitor workflow to ensure 80% processing accuracy (FTQ) or higher.
- Maintain title work backlog under 4 weeks.
- Handle escalated customer issues, including emotionally charged or threatening behavior.
- Provide expert interpretation of DOT policies, ND Century Code, and federal regulations.
- Guide staff on resolving complex customer service cases.
- Order, verify, and audit inventory within LEGEND.
- Secure sensitive inventory and monitor status changes (e.g., “Missing” or “Invalid”).
- Ensure expired inventory is returned promptly.
- Maintain ADA and Title VI compliance.
- Correct errors and follow up on documentation issues (initial: week 1, follow-ups: days 14 and 28).
- Ensure timely scanning and record keeping per NDDOT retention schedule.
- Attend mandatory training sessions and policy updates.
- Perform other responsibilities as assigned.

Knowledge, Skills, and Abilities:

- Comprehensive understanding of North Dakota motor vehicle laws, titling, and registration requirements.
- Familiarity with federal and state regulations affecting Department of Transportation operations.
- Working knowledge of ADA, Title VI, and applicable civil rights laws.
- Understanding of office administration, budgeting, and personnel management principles.
- Proficiency in recordkeeping standards and retention schedules.
- Strong leadership and supervisory skills, including team building, coaching, and performance management.
- Excellent verbal and written communication skills, with the ability to explain complex regulations to staff and the public.
- Effective problem-solving and conflict-resolution abilities, especially in high-pressure or emotionally charged situations.

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- High level of organization and attention to detail for managing workflows, inventory, and documentation.
- Competence in using office software (e.g., Microsoft Office Suite) and proprietary systems such as LEGEND.
- Ability to manage daily operations and staff scheduling in a fast-paced, customer-focused environment.
- Ability to interpret, apply, and enforce laws, policies, and procedures accurately.
- Ability to maintain composure and professionalism while handling escalated or sensitive situations.
- Ability to analyze data and performance metrics to improve operational outcomes.
- Ability to ensure confidentiality and integrity in handling public records and secure inventory.

QUALIFICATIONS

Education and Experience:

- High School Diploma or General Equivalency Diploma.
- Associates degree in Public Administration, Business Administration, or a related field preferred.
- Minimum 3 years of supervisory experience, preferably in government or customer service.

Special Requirements:

- Valid Driver's License

Environment

- Positions in this class typically require: sitting, standing, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.
- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting of objects of light weight may be required.
- Work related travel is minimal.

Classification: G-Grade 15

FLSA: Non-Exempt

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Approve by City Commission:

Updated: