

KANSAS DEPARTMENT OF REVENUE

Classification Title: Public Service Executive I

Percentage	Description
40%	PROGRAM ADMINISTRATION In a leadership role, oversees Drivers' License (DL) sites and site managers across assigned region to ensure excellent customer service. Secure working knowledge of state and federal laws, regulations, and policies governing all classes of vehicle licenses in the state of Kansas. Ensures Real ID techniques are used by sites and staff in processing all customers. Accurately interprets laws and regulations related to Division of Vehicles. Ensures sensitive data is not compromised to protect customers from identity theft. Work with DL leadership in developing and operationalizing business plan using DL processing benchmarks, performance, and statistical data to make decisions. Oversees productivity, statistics, and reports in the region and identifies trends and needs; takes initiative to seek necessary solutions. Recommends new projects, changes or training needed in all systems. Ensure a safe and efficient work environment and operation. Clearly conveys information in writing and orally. Ability to develop and maintain working relationships and partnerships and to work effectively within a variety of situations.
30%	SUPERVISION Supervise site managers and offices in assigned regional area of the state. Establish expectations, monitor and record individual and team achievements as they relate to target objectives. With site manager conducts performance reviews, participates in staff development plans, recommend disciplinary actions. Provide training and oversight to site managers and staff. Oversee staff compliance regarding programs, laws, rules, regulations, policies and directives. Ability to positively and constructively address staff conflict.
20%	MANAGEMENT RELATIONS Assist in Bureau budget preparation annually and monitoring of expenditures. Determine availability of funds to support expenditures. Participates in Management Team discussions with DMV field manager, North/South regional managers, CDL Compliance Officer and County Liaison to evaluate customer base (population base, transactions completed, etc.) annually and propose changes with appropriate staff regarding implementation of new MVS system.
10%	TRAINING Develops business processes with DL leadership and site managers to provide outstanding, accurate, and efficient service to the public. Works with the Department of Revenue Learning Center, other professional organizations to secure and ensure appropriate training for staff as needed. Complete KDOR Supervisory Training; Certified Team Leadership Program; KDOR Certified CDL Examiner training; KDOR Certified Examiner training.