

Position Description

Classified/Unclassified	Regular/Temporary	Full-Time/Part-Time	% of Time
Unclassified	Regular	Full-Time	100%
Employee Name		Position Number	Position Title
[REDACTED]		K0230338	Office Manager
Supervisor Name		Supervisor Position Number	Supervisor Title
[REDACTED]		[REDACTED]	Regional Manager
Location		Department ID	Division
Derby		5658760000	Driver Services
FLSA Status		Work Schedule	Regular Hours of Work
Exempt		8 Hours/Day Mon - Fri	8:00 AM - 5:00 AM

1. Please Summarize the duties of this position for posting in the job announcement. If this is a request to reallocate the position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which change the duties and responsibilities of the position.

This position manages daily operations of a high volume Driver's License (DL) office issuing commercial and non-commercial vehicle licenses and identification (ID) cards in accordance with state and federal laws and regulations and Kansas Department of Revenue (KDOR) policies. This is a supervisory position that plans assignments according to staff and work needs, ensures high quality customer service practices are provided to the public and KDOR staff, and reviews operations to ensure correct procedures are utilized. The incumbent is responsible for overseeing the facility, collecting and accounting for all funds received, exercising high level of judgment within the policies and regulations governing issuance operations. This position will compile statistics and reports and may need to provide written documentation as required. This position will work cooperatively with the department, public and other entities and be provided appropriate training for the position. Occasional travel to other offices may be required.

2. How much latitude is allowed incumbent in completing work?

Considerable

3. What kinds of instructions, methods and guidelines are given to the incumbent in this position to help do the work?

Latitude in independent judgment is allowed in establishing, implementing and approving procedures. Requires very good knowledge of general office and administrative practices in addition to learning technical competence of Department of Motor Vehicles (DMV) system. Confers with supervisor prior to making changes in procedures.

4. Which statement best describes the results of error in action or decision of this incumbent?

Major property loss, Major program failure, Serious injury or incapacitation

5. Describe the work of this position. Use the following format for describing the duties: What is the action being done (use action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed).

Number Each Task, Indicate Percent of Time and Identify each function as Essential or Marginal by placing an "E" or "M" next to the % of time for each task. Generally, the percent of time assigned to task statements should not be less than 5% and not more than 50% Essential functions are primary job duties for which the position was created and that an employee must be able to perform, with or without a reasonable accommodation. Marginal functions are peripheral, incidental or minimal parts of the position.

Note: The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

The employee in this position has access to confidential information, which must be treated in accordance with the Kansas Department of Revenue Confidentiality Oath and applicable policies and procedures. The person will receive training as it relates to the duties of this position.

In addition to the tasks listed below, the employee is expected to adhere to the Mission and Vision of the agency and to identify personal strengths and developmental needs to increase job performance and career growth. Analyzes work processes, seeks new approaches and makes recommendations to enhance efficiency and effectiveness of the agency. Works professionally with staff, customers and the public, to provide efficient and effective customer service. Contributes to a productive team environment and uses free time as available to assist other staff in the completion of work assignments.

Recognizes responsibilities to the agency and applies effective work habits and attitudes to meet work requirements. Attends work regularly and on time, plans appropriately for absences and assumes personal accountability for work.

#	% of Time	E or M	Description of Duties
1	50%	E	Program Administration - This leadership role performs administrative work managing, organizing and directing a DL office for the Division of Vehicles. Secures working knowledge of state and federal laws, regulations and policies governing all classes of vehicle licenses in the state of Kansas. Accurately interprets the laws and regulations as they relate to the Division of Vehicles. Responsible for ensuring the staff provide excellent customer service to the public and resolves customer complaints. Ensures Real ID techniques are used by staff in processing all customers and sensitive data is not compromised. Responsible for collecting and accounting for all funds received. Oversees productivity, statistics, and reports; identifies trends and needs; takes initiative to seek necessary solutions. Ensures 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.
2	30%	E	Supervision - Supervises full-time and temporary staff in the administration of non-commercial, commercial, and motorcycle knowledge and skills tests; photo IDs; and Concealed Carry permits. Establishes expectations, monitors and records individual and team achievements as they relate to target objectives. Conducts performance reviews, staff development plans, recommends disciplinary actions. Recommends and/or provides training and oversight to staff. Oversees staff compliance regarding programs, laws, rules, regulations, fraud detection, policies and directives. Ability to positively and constructively address staff conflict.
3	10%	M	Management Relations - Assist Driver's License leadership in budget preparation and monitoring of expenditures. Participates in Driver's License Leadership discussions to evaluate customer base annually and propose changes to office and bureau operations regarding implementation and use of all service systems.
4	5%	M	Training - Develops business processes with DL leadership to provide outstanding, accurate, and efficient service to the public. Works with the Division of Vehicles training team, and other professional organizations to secure and ensure appropriate training for staff as needed. Complete necessary required training and supervisory training as required.
5	5%	M	Other duties as assigned.

6. Does this position directly supervise agency employees?

Yes

7. List the position titles and position numbers of all agency employees directly supervised by this position:

Driver License Examiner	K0074510
Driver License Examiner	K0077138
Driver License Examiner	K0162615
Driver License Examiner	K0236978
Driver License Examiner	K0238344
Driver License Examiner	K0238634
Driver License Examiner	K0239277
Driver License Examiner	K0239278
Driver License Examiner	K0243326
Driver License Examiner	K0243650
Driver License Examiner Coor	K0121258
Seasonal Driver Lic Examiner	K0239931

8. For what purpose, and with whom and how frequently are contacts made with the public, officials, or other employees?

Contact with	Frequency	Purpose	Other
Local Government Officials/staff	Occasionally	Explain rules and/or regulations	
State Government Officials/staff	Occasionally	Obtain or verify information	Conduct business
Federal Government Officials/staff	Occasionally	Obtain or verify information	Conduct business
Community Contacts	Occasionally	Carry out duties	Conduct business
Business Owners	Occasionally	Obtain or verify information	Conduct Business
KDOR staff	Daily	Carry out duties	
Vendors	Occasionally	Obtain or verify information	Conduct Business
Public	Daily	Carry out duties	
Attorneys	Occasionally	Explain rules and/or regulations	

9. What hazards, risks or discomforts exist on the job or in the work environment and describe any methods, techniques, or procedures that must be used to ensure safety for equipment, employees, customers, and others. Employee is encouraged to follow office safety practices to ensure safety for self and others in the office.

Position Requirement	Frequency
Walking	Daily
Working with upset customers on the phone and/or in person	Daily
Standing	Daily
Traveling in all types of weather (Normal driving and road hazards may occur while traveling)	Daily
Sitting	Daily
Ability to ascend and descend stairs	Daily
Bending	Daily
Walking on uneven ground	Daily
Twisting	Daily
Fine motor skills and manipulation	Daily
Crawling	Occasionally
Lifting and/or carrying up to: 15lbs (Use of proper lifting techniques is necessary when lifting and moving material, equipment, etc)	Occasionally
Reach over head	Occasionally

10. Check all machines that are regularly used in the work of the position and indicate frequency with which they are used.

Equipment	Frequency
Computer	Daily
Telephone	Daily
Copier	Occasionally
Fax Machine	Occasionally
Vehicle	Frequently
DL work station equipment	Daily

11. Minimum Requirements (MR) as stated in the State of Kansas Class Specification.

Two years of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

12. Special Requirements: Additional qualifications for this position that are necessary to perform the Essential Functions of the position (i.e. license, registration or certification).

License	Yes- Incumbent is required to have and maintain a valid driver's license to perform the essential functions of this position.
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13. Security Clearance Requirements: The Security Clearance requirements for this position are:

OD--KBI and FBI fingerprint required due to involvement in application/issuance process for KS Driver's License and/or KS ID Card

14. Preferred education, skills, and experience. (These items will be used to screen applicants when recruiting to fill the position.)

Preferred Education	Degree Area
High School/GED	
Bachelors Degree	Business
Preferred Skills	Description
Computer	Word, Excel, data entry programs
Grammar	Excellent written and oral communication

Preferred Experience:

Experience in a regulatory environment. Three years supervisory experience in a professional environment (may be substituted for education). Three years providing person to person or three years overseeing customer service operations.

Position Status: Submitted to OPS

Print Date: 4/16/2025