

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: CMV Services Manager

Position Number: 22069

Location: Helena

Department: Transportation

Program Area/Division: Asset Strategy, Operations, and Maintenance/Motor Carrier Services Division

Bureau and Section: Commercial Vehicle Operations Bureau/License and Permitting Section

Job Overview:

Working in conjunction with the Commercial Vehicle Operations Bureau Chief, develops solutions to unique procedural problems based on analysis of current and future business processes to achieve short- and long-term operational goals for the Division and Department. This includes evaluating current processes, procedures, and regulations; and brainstorming possible innovative solutions which take into consideration the impact on current business processes, systems, as well as bureau and division budget restrictions. This position works closely with the commercial vehicle industry, providing assistance in titling new commercial motor vehicles, registering the vehicles through the International Registration Plan (IRP) and tax reporting through the International Fuel Tax Agreement (IFTA) as well as the Unified Carrier Registration (UCR) and IRS Heavy Vehicle Use Tax (HVUT) compliance. Additionally, this position is responsible for the day-to-day oversight of Montana's permitting of commercial motor vehicles.

Essential Functions (Major Duties or Responsibilities):

Business Process and Policy Administration – 75%

- Provide oversight to Division and Districts regarding all customer service activities. This involves identifying errors, developing solutions, and the coordination of related functions as needed within multiple Divisions (MCS, Admin, Internal Audit, ISD), Districts, bureaus and sections.
 - Act as the bureau's resource to answer inquiries from the Legislative Auditor's Office, MDT's Auditor's Division, and other department management regarding motor carrier vehicle registration and permitting, state, and federal policy compliance, and performance issues by researching, compiling, and collating data.
 - Identify, suggest, and implement changes necessary to stay in compliance with state MCA, ARM, IRP Plan, IFTA Articles of Agreement, UCR, HVUT and any applicable Federal regulations.
 - Participates in the development of enhancements for license and permit computer systems, registration systems, fuel tax systems, and other CMV programs. Provides

input based on knowledge of the systems/programs and their interaction with each other, the motor carrier industry, and the impact to MDT.

- Develops, implements and monitors policies and procedures related to commercial carrier licensing and permitting. This involves identifying procedural problems or errors, evaluating multiple factors including federal and state regulation interpretation, presenting findings along with proposed solutions to the bureau chief and MCS management team, and implementing appropriate course of action and monitoring future performance for compliance.
- Responsible for the approval process for new IRP and IFTA accounts, conducting account mergers, and reviewing individual customer accounts for outstanding balances.
- Prepare updates and maintain informational and instructional manuals for the motor carrier industry. These manuals explain the requirements for each program IRP, IFTA, HVUT & UCR, plus provide step by step instructions for completing each of the required forms and when to use the various forms.
- Oversee the CARS program and coordinate the titling of commercial vehicles with the Department of Justice, Motor Vehicle Division.

Supervision and Operations – 25%

- Provides leadership including direct supervision of staff by enforcing policies, carrying out objectives, work plans and methods, setting priorities, approving timesheets, assessing employee workloads, determining training needs, overseeing employee selection, appraising employee performance, and testing for upgrades regarding the Career Ladder.
- Manage staff by reviewing, prioritizing and monitoring progress through regularly scheduled staff meetings, training, and individual consultations, as necessary.
- Determine training needs of subordinate staff and make recommendations through analysis of program effectiveness, new methods and policies, and staff performance. Prepares, presents, or coordinates training through MCS's Human Resources Specialist for use of MDT trainers or outside consultants.
- Evaluates the performance of all positions directly supervised and completes performance evaluations. Implements and monitors corrective actions including formal disciplines. Participates in, investigates, and resolves grievances at the lowest level possible.
- Oversee the hiring process,

Supervision

The number of employees supervised is: 11

The position number for each supervised employee is:

22139, 22004, 22085, 22033, 22128, 22077, 22015, 22131, 22014, 22130, 22057

Physical and Environmental Demands:

This position functions in a typical office environment. May sometimes be stressful due to specific timelines. Routine travel to the counties in Montana to meet with staff and ensure training and compliance for the HVUT program. Occasional in state travel to weigh stations, monitor mega loads, or other program supervisor duties as requested. Occasional out of state travel for IRP, IFTA, and UCR conferences.

Knowledge, Skills and Abilities (Behaviors):

Thorough knowledge of advanced principles and practices of office management; supervisory practices and administration; personnel management; state and federal rules and regulations.

Skill in the use of personal computers and a variety of software programs. Skill in problem solving techniques and system analysis and design procedures.

Ability to organize and work with many details on numerous projects simultaneously in an efficient manner. Ability to prioritize work; complete a project to its conclusion without supervision; evaluate bureau needs and design corrective action; solve system or program problems; supervise and direct the work of others by providing clear plans, direction, adequate training and motivation.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Associate's Degree in a related field.

Requires 3 years of experience in License and Permit related field or business administration, including at least a minimum of 1 year of supervision or team lead experience.

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- | | |
|---|--|
| ☒ Fingerprint check | ☒ Valid driver's license |
| ☒ Background check | ☐ Other; Describe |
| Union Code | Safety Responsibilities |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Program Supervisor Job Code Number: B1J01M

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

- | | |
|---|--|
| ☐ FLSA Exempt | ☒ FLSA Non-Exempt |
| ☐ Telework Available | ☒ Telework Not Available |
| ☒ Classification Complete | ☐ Organizational Chart attached |

Human Resources:

Signature

Title

Date