

DEPUTY REGISTRAR RMV SERVICE CENTER MANAGEMENT

Position Summary:

The Deputy Registrar is responsible for overseeing the largest single operations service channel of the RMV. The Deputy Registrar oversees the following: Service Center Operations for the RMV's approximately 30 service center locations that perform transactions for customers in a direct service environment for individual and commercial transactions.

Duties & Responsibilities:

- Achieving the RMV's customer service objectives, presently 80% of customers served in less than 30 minutes and other customer service objectives established by MassDOT and the Registrar.
- Overseeing approximately 400+ employees, including 5 direct reporting District Managers. Developing major policy, procedural and operational changes for statewide service center operations consisting of up to 30 full service and satellite customer service centers throughout the Commonwealth. Service Center Operations comprises approximately one half of the MassDOT/Registry of Motor Vehicles Divisions' employees.
- The primary goals of this position are to oversee service center operations to ensure the delivery of superior customer service; improve productivity and efficiency; ensure that quality assurance measures are in place and used to improve performance; and ensure adherence to safety protocols.
- The incumbent of this position is charged with achieving that goal through their subordinate management team, who in turn are responsible for ensuring performance by all of the division's service center customer service staff.
- Identifying long-term staffing needs and service model for Service Centers, including implementing potential innovations in hours of service, rapid response staffing models and other potential methods of improving customer service delivery.
- The Deputy Registrar is further charged with serving as the executive sponsor and/or senior business lead on various projects; interacting with senior management and various department and sections located in RMV Headquarters and other MassDOT offices to improve technology for the division's operations.
- The Deputy Registrar serves as one of the senior business leads on projects related to the processing and imaging of documents; the collection of revenues; and compliance with MGL's and federally mandated licensing requirements such as Commercial Driver's Licenses and the Real ID Act.

Minimum Entrance Requirements:

Applicants must have at least (A) seven (7) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least three (3) years must have been in a managerial capacity.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply

SPECIAL REQUIREMENT: Based on assignment, possession of a current and valid Massachusetts Class D Motor Vehicle Operator's License may be required.

If you require assistance regarding the application process, call Lisa Comins 857 368 8569

Apply at <https://massanf.taleo>

<https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=180007F4&tz=GMT-05%3A00>