

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8931200

Automotive Facilities Inspector, Grade 16	8931200
Senior Automotive Facilities Inspector, Grade 20	8931300
Supervising Automotive Facilities Inspector, M-1	8931500

Brief Description of Class Series

Automotive Facilities Inspectors monitor services provided by automotive facilities, including inspection stations, repair shops, dealers, transporters, dismantlers, salvage pools, itinerant vehicle collectors, vehicle rebuilders, mobile car crushers, scrap processors, and scrap collectors. They review and resolve consumer complaints and uncover violations of the Vehicle & Traffic Law and Motor Vehicle Commissioners Rules and Regulations, regulate the licensing of automotive facilities, and conduct periodic inspections and audits to ensure compliance with laws, rules, and regulations. As a result of their inspections and audits, Automotive Facilities Inspectors may prepare cases for, present evidence, and provide testimony at administrative hearings.

These positions are classified only in the Department of Motor Vehicles.

Distinguishing Characteristics

Automotive Facilities Inspector. entry level; reviews and seeks resolution of consumer complaints involving automotive services; periodically inspects service providers for licensure compliance.

Senior Automotive Facilities Inspector. first supervisory level; acts as supervisor over a group of Automotive Facilities Inspectors and Body Repair Inspectors.

Supervising Automotive Facilities Inspector. managerial level; acts as administrative supervisor of a Vehicle Safety Regional Office.

Related Classes

Body Repair Inspectors review and arbitrate consumer complaints concerning unsatisfactory body repair work and periodically inspect body repair shops for licensure compliance.

Motor Vehicle Inspectors examine buses and other motor vehicles transporting passengers for hire to determine operating condition and assure the safety of school children and the traveling public.

Illustrative Tasks

Automotive Facilities Inspector

Under the general direction of a Senior Automotive Facilities Inspector:

- Obtains information concerning consumer complaints by reviewing complaint file, interviewing complainant, and soliciting third-party information.
- Obtains and evaluates respondent's version of the events under dispute.
- Examines vehicle and components to determine the nature, extent and necessity of work performed, using appropriate test equipment and disassembling portions of vehicles.
- Examines invoices, bills of sale, purchase orders and related documents to determine whether the quality and type of repair or maintenance work and related charges conform with written estimates and work orders.
- Acts as mediator between consumers and automotive facilities in cases where no illegality is uncovered.
- Gathers, labels and prepares evidence.
- Prepares narrative case reports of findings and makes appropriate recommendations regarding actions to be taken.
- Testifies at administrative hearings and may make recommendations to the hearing officer concerning appropriate restitution.
- May serve as an expert witness at court proceedings.
- Conducts original inspections and periodic program audits of licensed or regulated automotive facilities to ensure compliance with all applicable laws, rules and regulations.

Senior Automotive Facilities Inspector

Under the general direction of a Supervising Automotive Facilities Inspector:

- Supervises a group of Automotive Facilities Inspectors and Body Repair Inspectors.
- Distributes work assignments to ensure adequate customer coverage as well as equitable subordinate work distribution within an assigned region.
- Reviews assignments with subordinates before dispatching them into the field to ensure that case issues are understood.
- Conducts the more difficult or sensitive field visits, utilizing the same procedures as the Automotive Facilities Inspector.
- Accompanies and actively assists subordinate inspectors on the more difficult or sensitive field visits.
- Reviews completed staff assignments to ensure accuracy and uniformity as well as adherence to procedures and instructions, providing remedial instruction as necessary.
- Trains new staff in the provisions of the Vehicle & Traffic Law and Motor Vehicle Commissioner's Rules and Regulations as well as in inspection techniques; provides existing staff with additional training in response to identified needs or when new or revised regulations and procedures are introduced.
- Evaluates work performance of individual staff members; identifies areas of weakness; discusses results of evaluations with employees, recommending ways to improve work performance; prepares written reports of evaluations; counsels and, as necessary, disciplines employees.
- Prepares and provides testimony at administrative hearings or in civil or criminal court proceedings.
- May address industry and consumer groups.
- Prepares budgetary and personnel justifications to meet staffing needs.

Supervising Automotive Facilities Inspector

Under general direction:

- Oversees the licensing, registration and ongoing regulation of all businesses involved in the sale, inspection or repair of motor vehicles within a geographical

area of New York State and directs the review of consumer complaints relating to those same business activities, setting management goals for the region and ensuring that goals are met.

- Supervises a staff of Senior Automotive Facilities Inspectors, Automotive Facilities Inspectors and Body Repair Inspectors, providing direction and advice in the resolution of operating problems and the interpretation of laws, regulations, policies and procedures; evaluates the work performance of subordinate supervisors.
- Recommends changes in law, policy or procedure and suggests program innovations; administers the implementation of changes and innovations which receive approval, ensuring that all regional staff obtain appropriate and timely training to carry out their responsibilities.
- Evaluates the potential program impact of legislative proposals.
- Confers with Senior Automotive Facilities Inspectors on work in progress, offering guidance with difficult cases, workload management issues, proper and uniform implementation of rules and procedures.
- Maintains liaison with regulatory, consumer and trade groups and organizations, providing Department management with analysis of industry trends, working with groups to develop model standards and promote enforcement consistency, addressing groups at conferences and seminars, attending legislative committee hearings, and responding to media inquiries.
- Assists Division and Bureau heads in improving regulatory standards in such areas as record-keeping, adequacy of facilities, equipment performance, quality of diagnostics and repair, and the determination of negligence or overcharging.
- May be called upon to give testimony at administrative hearings or in civil or criminal court proceedings.
- Prepares the Regional Offices annual budget request and justification.

Minimum Qualifications

Automotive Facilities Inspector

Open Competitive: Five years of experience as an automotive mechanic, automotive diagnostician, or automotive technician instructor. Experience must have included diagnosis and repair of On Board Diagnostic 2 (OBD2) Systems. Experience must have been gained **within the last ten years.**

Candidates with three years of this experience may compete for appointment to Automotive Facilities Inspector Trainee. Following the satisfactory completion of a two-year traineeship, trainees will advance to the title of Automotive Facilities Inspector.

Senior Automotive Facilities Inspector

Promotion: one year of permanent competitive service as an Automotive Facilities Inspector.

Supervising Automotive Facilities Inspector

Promotion: one year of permanent competitive service as a Senior Automotive Facilities Inspector.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications are those which were required for appointment at the time the Classification Standard was written.

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