

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

Classification Standard

Occ. Code 8901000

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| Motor Vehicle License Examiner, Grade 12 | 8901000 |
| Senior Motor Vehicle License Examiner, Grade 15 | 8901300 |
| Principal Motor Vehicle License Examiner, Grade 18 | 8901500 |

Brief Description of Class Series

Motor Vehicle License Examiners conduct road tests to ensure that only qualified persons are licensed to operate motor vehicles. They examine and evaluate applicants for all classes of motor vehicle driver licenses such as passenger vehicles, motorcycles, tractor trailers, buses, and trucks; perform a variety of inspection-related and investigative duties to identify and pursue fraudulent licensing activities; and conduct field inspections of the licensing functions of driving schools, private service bureaus, and motor carriers to ensure compliance with the Vehicle and Traffic Law and the Rules and Regulations of the Commissioner of Motor Vehicles. Motor Vehicle License Examiners are found only in the Department of Motor Vehicles.

Distinguishing Characteristics

Motor Vehicle License Examiner: full performance level; under the supervision of a Senior or a Principal Motor Vehicle License Examiner, examines applicants for all classes of motor vehicle driver licenses at various locations to determine fitness to be issued a driver license based on standard rating guidelines; performs field inspections of the licensing aspect of driving schools, private service bureaus, and motor carriers to ensure compliance with the Vehicle and Traffic Law, and the Commissioner's Rules and Regulations.

Senior Motor Vehicle License Examiner: first supervisory level; under the supervision of a Principal Motor Vehicle License Examiner, a Motor Vehicle Office Manager or the District Director, supervises Motor Vehicle License Examiners engaged in conducting road tests at several individual or multiple road test sites and supervises Motor Vehicle License Examiners engaged in conducting field inspections.

Principal Motor Vehicle License Examiner: second supervisory level; under the supervision of a Motor Vehicle Office Manager or the District Director supervises Senior Motor Vehicle License Examiners and plans, organizes, and directs the operations, activities, and internal procedures of the Testing and Investigations Section in a District Office.

Illustrative Duties

Motor Vehicle License Examiner

Examines applicants for all categories of motor vehicle driver licenses including passenger vehicles, commercial driver licenses (truck and bus), certified examiners, and commercial driving school instructors at various locations to determine fitness based upon standard rating guidelines.

- Examines and evaluates forms and documents for authenticity; verifies the identity of the applicant; and may confiscate suspicious documents.
- Inspects test vehicle for conformance with Department of Motor Vehicles requirements.
- Directs applicants through the road test route and evaluates driving performance.
- Provides applicants with immediate feedback regarding their road test performance; discloses road test results at the conclusion of the road test; and explains reasons for failure and makes recommendations.
- Determines if restrictions such as corrective lenses, hearing aids, etc. are to be applied on the license.
- Enters all information into a mobile hand-held computer system to indicate license class-driving school vehicle, restrictions and client identification and test results; performs routine maintenance of electronic equipment; and troubleshoots and resolves electronic device problems.

Conducts field inspections on the licensing component of driving schools and private service bureaus to ensure compliance with the Vehicle and Traffic Law and the Commissioner's Rules and Regulations.

- Submits reports of findings regarding investigations and inspections along with recommendations to supervisor.
- Testifies at departmental hearings or in court as an expert witness.

May conduct periodic field inspections of records maintained by motor carriers to ensure compliance with Article 19A of the Vehicle and Traffic Law.

Responds to complaints received about poor drivers and conducts interviews to determine if licensed drivers should be re-examined.

Assists in compiling reports, performs office and record-keeping duties, and performs other administrative duties as assigned.

Senior Motor Vehicle License Examiner

Supervises Motor Vehicle License Examiners either at multiple road test posts or at several individual posts.

- Maintains the daily road test schedule and makes assignments to Motor Vehicle License Examiners based upon workload, program requirements, weather, and driving conditions.
- Evaluates the performance of Motor Vehicle License Examiners by reviewing test reports and conducting periodic spot checks and observations.
- Assigns staff to conduct inspections of driving schools, private service bureaus, and public carriers; may also conduct inspections.
- Reviews written reports prepared by staff and discusses findings and recommendations with staff.
- Monitors examiners' performance by preparing statistical and operating reports of staff activities; prepares performance evaluations; provides counseling when needed; and performs other supervisory duties as assigned.

Conducts training and re-training of staff and arranges and participates in in-service training programs.

- Provides guidance and technical assistance to staff to ensure that road tests are conducted according to Department standards.
- Reviews operating reports and test schedules to identify variations in the applicant pass-fail ratio of each Motor Vehicle License Examiner.

Responds to inquiries pertaining to the licensing program, the Vehicle and Traffic Law and the Commissioner's Regulations.

- Responds to questions posed by applicants and attempts to resolve documentation or examination-related problems at the road test site.
- Investigates complaints regarding Motor Vehicle License Examiners.

- Prepares written correspondence in response to road test complaints, re-examinations of drivers, licensing, and inspection of driving schools and private service bureaus, inspections of public carriers, and other matters related to testing and inspection.
- Delivers presentations before private groups and organizations about Department of Motor Vehicles programs and pertinent Vehicle and Traffic Law provisions.

Regularly reviews and audits testing and investigative activities for fraud and malfeasance.

Monitors the Road Test Scheduling System to ensure that road test appointments are available based on customer need and distribution of staff; adjusts road test dates and times for road test lines throughout the district.

Principal Motor Vehicle License Examiner

Coordinates scheduling of road testing in the district and arranges group road testing programs.

- Reviews and selects appropriate sites for conducting road tests and meets with local municipalities regarding proposed changes, as needed, and makes changes when necessary.
- Schedules supervisory coverage of road test posts involving multiple test sites.
- Schedules and assigns examiners to certify applicants for driver license training programs and to periodically review public carriers for compliance with the Vehicle and Traffic Law.

Provides guidance and technical assistance to Senior Motor Vehicle License Examiners and other subordinate staff.

- Plans, organizes, and conducts in-service training programs and arranges for outside training courses for license examining staff.
- Reviews and evaluates the performance of license examining staff by conducting periodic spot-checks and observations.
- Interviews and selects among applicants for Senior Motor Vehicle License Examiner and entry-level Motor Vehicle License Examiner positions.

Performs other administrative and supervisory duties as required.

- Oversees all testing and investigative activities for possible fraud and malfeasance and prepares required audit reports.
- Assigns staff to investigate complaints concerning established driving schools and private service bureaus and to conduct periodic inspections of these businesses.
- Conducts investigations involving approved driver training programs and special requirements for bus drivers when warranted.

Responds to the more difficult or sensitive complaints from interest groups, public officials and the public involving road testing procedures and the performance and behavior of individual license examiners.

Transmits and implements policy and procedure changes for all Testing and Investigations staff; visits local DMV issuing offices and county clerk offices to discuss department policies and procedures and to resolve problems involving road testing and scheduling; and instructs county office staff regarding new and revised testing policies and procedures.

Reviews and makes recommendations concerning license applications for driving schools, private service bureaus, reasonable grounds requests, certified examiners' written examinations, and conducts road tests in emergency situations.

Supervises the preparation of operating reports and reviews and analyzes statistical data to ensure that uniform program standards are met.

Provides information and assistance to interest groups, agencies, and the public and resolves questions and problems pertaining to various sections of the Vehicle and Traffic Law and the Commissioner's Regulations.

Minimum Qualifications

Motor Vehicle License Examiner

Promotion: One year of permanent competitive, non-competitive or labor class service in a position allocated to Grade 4 or higher in the Department of Motor Vehicles.

Open Competitive: one year of experience that involved extensive face-to-face interaction with the general public while providing customer service; OR 30 semester credit hours of college-level study AND six months of extensive face-to-face interaction with the general public while providing customer service.

Incumbent must possess a high school diploma, or a high school equivalency diploma.

Senior Motor Vehicle License Examiner

Promotion: One year of permanent competitive service as a Motor Vehicle License Examiner, or a Motor Vehicle License Examiner (Seasonal) or a Supervising Motor Vehicle Representative 1. Service as a seasonal Motor Vehicle License Examiner need not be continuous.

Principal Motor Vehicle License Examiner

Promotion: One year of permanent competitive service as a Senior Motor Vehicle License Examiner or Supervising Motor Vehicle Representative 2 **OR** two years months of service as a Motor Vehicle License Examiner (Seasonal), Motor Vehicle License Examiner **OR** 18 months as a Supervising Motor Vehicle Representative 1. Service as a seasonal Senior Motor Vehicle License Examiner need not be continuous.

Additional Requirement

License: Candidates must be currently licensed to drive an automobile and have been continuously licensed to drive an automobile for the three-year period immediately preceding the date of appointment and continuously thereafter. A valid New York State driver license is a requirement for continuing appointment. Evidence of reckless driving, multiple moving violations and/or drug/alcohol-related offenses is a bar to employment.

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 that were required for appointment at the time the Classification Standard was written.

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