

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

Classification Standard

Occ. Code 8934100

Motor Vehicle Consumer Services Representative 1, Grade 11	8934100
Motor Vehicle Consumer Services Representative 2, Grade 14	8934200
Motor Vehicle Consumer Services Representative 3, Grade 18	8934300
Supervisor Consumer & Facilities Services, Grade 23	8934500

Brief Description Of Class Series

Motor Vehicle Consumer Services Representatives attempt to resolve consumer complaints regarding the activities, work practices, and fees charged by businesses regulated by the Department of Motor Vehicles, such as licensed inspection stations; repair shops, automobile dealers or transporters; all-terrain vehicle, boat, and snowmobile dealers; dismantlers; other junk and salvage facilities; and certified inspectors. They determine if violations of the New York State Vehicle and Traffic Law and/or the Motor Vehicle Commissioner's Rules and Regulations have occurred and mediate between complainants and involved automotive facilities.

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

Distinguishing Characteristics

Motor Vehicle Consumer Services Representative 1: performance level; responds to consumer complaints; gathers and reviews pertinent information; and attempts to resolve the issues through correspondence and personal conversations or refers the complainants to the appropriate jurisdiction.

Motor Vehicle Consumer Services Representative 2: first supervisory level; provides administrative and technical supervision to approximately eight Motor Vehicle Consumer Services Representatives 1 and supporting clerical staff; and resolves the more difficult cases.

Motor Vehicle Consumer Services Representative 3: second supervisory level; oversees administrative hearing and enforcement order activities; consults with Consumer Service management regarding budget and personnel needs, procedural changes, and program coordination; and resolves the most difficult and sensitive referral cases.

Supervisor Consumer and Facility Services: one position class; managerial level; plans and coordinates the work activities of subordinate staff; sets priorities for the

Consumer Services and Facilities Services Bureau; and prepares budget justifications and personnel requests.

Illustrative Duties

Motor Vehicle Consumer Services Representative 1

Under the general supervision of a Motor Vehicle Consumer Services Representative 2:

- Receive complaints and identify the issues to be resolved. May obtain additional information omitted by complainant from the consumer either by telephone or in a face-to-face interview.
- Determine if DMV's Vehicle Safety Division has jurisdiction over the issues involved in the complaint and refer complainants to the appropriate venue (including but not limited to the New York State Insurance Department, the Attorney General's Office, the Better Business Bureau, Office of Consumer Fraud, and Federal Trade Commission).
- Compare case facts with pertinent DMV laws, rules, and regulations to determine if possible violations exist. May examine documents submitted by complainants involving vehicle repairs and/or sales to determine if any party to a transaction has violated applicable laws, rules, or regulations.
- Contact regulated businesses to obtain additional complaints or background information and attempt to clarify misunderstandings.
- Negotiate resolution of problems between the consumer and the regulated business by contacting the complainant and the business and suggesting ways to resolve the problem, including possible repair and/or refunds to consumer.
- Prepare written complaint report describing the complaint, the issues involved, the recent conversations with the concerned parties and the sections of the laws, rules, or regulations that may have been violated.
- In those cases where resolution cannot be reached, refer the complaint to DMV's Field Services Bureau for review by Automotive Facility Inspectors or Body Repair Inspectors.
- Establish time frames for automotive facilities to rectify unacceptable work performed.
- Determine if prices charged for labor hours and parts are in accordance with industry standards.

- Conduct desk audits of emissions inspection facilities and determine if violations of the emissions inspection regulations have occurred, or if data entry errors have occurred and determine if a warning letter or further review at the regional level is necessary.
- Review Small Claims Court and Lemon Law Arbitration monetary settlements that are delinquent and warn regulated businesses that their licenses and/or registrations will be suspended if they do not make restitution; and complete related notices of suspension.
- Respond to public and/or automotive industry inquiries regarding the interpretation and application of portions of the Vehicle and Traffic Law and the Commissioner's Rules and Regulations.
- Staff information booths at consumer events, fairs, and other events that provide program information to consumers.

Motor Vehicle Consumer Services Representative 2

Under the general supervision of a Motor Vehicle Consumer Services Representative 3:

- Schedule and assign work to staff.
- Interpret and clarify pertinent DMV laws, rules, and regulations.
- Provide guidance and direction to subordinates and review staff completion of complaint cases for accuracy and thoroughness.
- Track the status of cases to ensure efficient and timely resolution and monitor backlogs.
- Prepare periodic production reports and compile and organize data for various operating and management reports.
- Arrange for the training and, as necessary, retraining of staff in current automotive technology trends and terminology.
- Provide technical assistance and the required training and guidance to staff when new programs, policies, and procedures are initiated.
- Mediate between irate consumers and facility owners and respond to inquiries for information about the applicable laws, rules and regulations.
- Select cases for resolution and address specific questions for the resolution of non-routine cases.

- Identify cases requiring the higher-level review and refer cases to supervisors.

Motor Vehicle Consumer Services Representative 3

Under the general supervision of the Supervisor Consumer and Facility Services:

- Organize work assignments and schedules to best utilize staff and equipment.
- Monitor workflow by reviewing work schedules, production reports, and backlog records to identify problem areas and determine priorities; anticipate peak workload periods to manage work assignments and provide sufficient training to personnel.
- Write, edit, and maintain procedure memoranda and manuals for handling exceptional cases.
- Gather data for reports and prepare quarterly forecasts and annual work programs based on volume and rates.
- Edit reports and summaries prepared by staff for thoroughness and accuracy.
- Provide the required training and guidance when new programs, policies, and procedures are implemented.
- Review new legislation and changes to rules and regulations to determine their impact on the Bureau and relays pertinent information to staff.
- Inform management of problem areas and recommend resolutions.
- Provide advice and assistance to supervisory staff for the resolution of difficult or sensitive problems presented by the public and automotive businesses.
- Confer with investigative staff to resolve problem cases and provide information pertinent to investigations.
- Contact other government agencies, jurisdictions, and regulated business owners to resolve complex problems and explain legal requirements and ramifications.
- Prepare correspondence for the Commissioner or Director's signature regarding the Department's consumer protection activities.
- Meet with visitors and public automotive-related organizations to explain the Consumer and Facility Services Bureau's activities.

- Supervise the administration of the Hearing Waiver Program and the Time Payment Program.
- Initiate and process dealer surety bond claims.
- Provide the Legal Bureau with information concerning facility debt collection efforts.

Supervisor Consumer and Facility Services

Under the general direction of a Motor Vehicle Program Manager 4:

- Direct and supervise the activities and operations of the Bureau of Consumer and Facility Services; monitor and evaluate work products to confirm that systems and procedures are adequate and function properly.
- Oversee the certification of motor vehicle inspectors and body damage estimators.
- Resolve the more complicated conflicts between the repair shops and DMV. Serve as the coordinator between DMV's Administrative Appeals Board and the Repair Shop Review Board. Oversee the process for the proper and timely handling of actions associated with appeal procedures.

Analyze issues that develop in the application of laws, rules, and regulations within the program and confer with experts both in and outside DMV, as well as affected parties, in drafting recommendations for modifications in laws, rules, and regulations.

- Formulate policies and procedures; oversee coordination of program activities; and resolve procedural and operational problems.
- Communicate with DMV's Bureau of Field Services and Technical Services as well as industry representatives to determine the impact of technical changes on the facilities and on the internal workings of the Consumer and Facility Services Bureau.
- Resolve the more difficult complaints received from the public and outside sources regarding determinations made by staff; coordinate bureau activities with other operations within DMV, such as Field Investigation, Title Bureau, and Operations; and monitor the referral of background case reports referrals for completeness and accuracy.
- Evaluate training needs and direct training activities for the Bureau; determine current and future space and equipment needs and staffing requirements; and assist the Program Manager in selecting new staff.

- Review production levels and coordinate the preparation of budget estimates and requests.

Minimum Qualifications

Motor Vehicle Consumer Services Representative 1

Promotion: One year of permanent competitive service in a position allocated to Grade 6 or higher.

Motor Vehicle Consumer Services Representative 2

Promotion: One year of permanent competitive service as a Motor Vehicle Consumer Services Representative 1.

Motor Vehicle Consumer Services Representative 3

Promotion: One year of permanent competitive service as a Motor Vehicle Consumer Services Representative 2.

Supervisor Consumer And Facility Services

Promotion: One year of permanent competitive service as a Motor Vehicle Consumer Services Representative 3.

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.

Date: 02/2018