



PROMOTION EXAMINATION

| Examination No. & Title | Salary Grade | Beginning Salary | Non-Refundable Processing Fee (Waivers Available) |
|---|--------------|------------------|---|
| 31-227020 Motor Vehicle Consumer Services Representative 2 | 14 | \$56,506 | \$0 |
| 31-231020 Motor Vehicle Consumer Services Representative 3 | 18 | \$66,951 | \$0 |

**Multiple-Choice Test
To Be Held:
DECEMBER 13, 2025**

**Applications MUST Be Submitted
Online or Postmarked By:
OCTOBER 29, 2025**

You may be assigned to either Saturday or Sunday to take your test. You cannot request or change your scheduled day.

ONLINE APPLICATION PROCESS AVAILABLE at <https://www.cs.ny.gov/jobseeker>

Due to current testing space limitations, candidates may need to travel to a test site to take this examination. Candidates will be notified of their test site location on their admission notice.

Promotion examination open to all qualified employees of the New York State Department of Motor Vehicles.

Minimum Qualifications: On or before December 13, 2025, you must be a qualified employee of the New York State Department of Motor Vehicles and have had 45 days of permanent competitive, non-competitive NY HELPS*, or 55-b/55-c service as shown below. If you have received a permanent appointment to a qualifying title listed and served provisionally** in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for this examination.

For Exam No. 31-227020: Motor Vehicle Consumer Services Representative 1 or Motor Vehicle Consumer Services Representative 1 (Spanish Language).

For Exam No. 31-231020:

Either A. Motor Vehicle Consumer Services Representative 2;

Or B. Motor Vehicle Consumer Services Representative 1 or Motor Vehicle Consumer Services Representative 1 (Spanish Language).

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before October 29, 2025, and have served continuously in this title since that date, you are eligible to file for this examination.

**If you were permanently appointed via the New York Hiring for Emergency Limited Placement Statewide (NY HELPS) program to a qualifying title in the non-competitive class on or before October 29, 2025, and have served continuously in this title since that date, you may apply for this examination.*

***If you were permanently appointed to a qualifying title and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination. Your provisional appointment must have been on or before October 29, 2025, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List: For Exam No. 31-227020, after one year of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

For Exam No. 31-231020, After one year of service described in the A Qualifications, successful candidates will be qualified for appointment from the eligible list.

Or

After two years of service described in the B Qualifications, successful candidates will be qualified for appointment from the eligible list.

Employees appointed to a non-competitive position via the NY HELPS program to a qualifying title in the non-competitive class will have their names restricted from appointment from the eligible list until their position is covered-in to the competitive class by action of the New York State Civil Service Commission or otherwise obtain permanent competitive status in the position.

If you have received a permanent appointment to a qualifying title listed and served provisionally in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for appointment from the eligible list.

For Exam No. 31-231020, eligibles who meet the "B" qualifications, and who are subsequently appointed to an "A" title, may request to have their name added to the "A" list, once they have completed the time in title year(s) of service in the "A" title. The request should be submitted in writing to the NYS Department of Civil Service, Albany, New York 12239; Attention: S2/MLG.

Order of Certification: For Exam No. 31-231020, the order of certification of this eligible list will be:

1. "A" eligibles
2. "All" eligibles

Additional Requirements for Appointment:

- **Language Proficiency:** If you pass the examination and apply to a title which requires language proficiency, you must demonstrate your language proficiency at a level that will ensure your ability to perform the duties of the position properly. The proficiency test will only be given to enough candidates to fill current vacancies.

The Positions: These positions exist in the New York State Department of Motor Vehicles and are located in Albany ONLY.

Duties: As a **Motor Vehicle Consumer Services Representative 2**, you would supervise lower-level Representatives and oversee their day to day work by assigning work, assuring adequate staff coverage, evaluating performance, and preparing monthly production reports. You would also be responsible for training new employees and personally handling the more complex and contentious compliant cases.

As a **Motor Vehicle Consumer Services Representative 3**, you would oversee the activity of the Complaint Unit, containing the positions described above, and the Case Processing Unit which handles the administration, hearing, and enforcement activities. You would assign work to the units; consult with Division management regarding budget and personnel needs, procedural changes, and program coordination; identify training needs; and develop training material and curricula. The most difficult, contentious and sensitive cases would be referred to a Representative 3 for resolution.

Note: If you submit an application for an examination with a language parenthesis, an application will automatically be submitted for you for the non-language examination.

| Subject of Examination: To be considered for appointment to this title, you must pass the multiple-choice test . The multiple-choice test evaluates your knowledge, skills, and/or abilities in the following areas: | For Examination Nos. | |
|--|-----------------------------|------------------|
| | 31-227020 | 31-231020 |
| 1. Preparing written material - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences. | X | X |

| Subject of Examination (continued): | For Examination Nos. | |
|---|----------------------|-----------|
| | 31-227020 | 31-231020 |
| 2. Understanding and applying written material based on legal passages - Candidates will be provided with a reading passage taken from a published law or regulation and be required to answer one or more questions based on that passage. The questions may require the candidates to apply the passage to a hypothetical situation or situations described in the question(s) or summarize all or part of the passage. All factual information needed to answer these questions is provided in the reading selections. No prior knowledge of the material is needed to answer these questions correctly. The content of the readings used in these questions may not necessarily pertain directly to the duties of the positions. The purpose of the questions is to determine the candidate's ability to read and comprehend written material of a particular style and difficulty. Moreover, knowledge of the subject matter contained in the reading selections is generally not related to answering the questions successfully because all of the information needed can be found in the reading selections. | X | X |
| 3. Advising and interacting with others - These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner. | X | |
| 4. Supervision - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline. | X | |
| 5. Administrative supervision - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections. | | X |
| 6. Working with office records - These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone . | | X |

Test Guide: A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>.

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Your final score on the eligible list will be determined after adding any Veterans' credits.

Credit For Seniority: Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

Admission To The Test: If approved for a multiple-choice test, you will receive an admission notice which will indicate your assigned test date and the way your test will be administered. Your test may be administered with paper and pencil or online at a state test site. **You cannot request to change your scheduled day or request a specific type of test administration.**

Applicants are required to have a Personal NY.gov account and keep their email address up to date. The Department of Civil Service and other state agencies will communicate with you through email correspondence. This may include notification of your application status, your test arrangements, examination results, and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number, and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

How To Apply: You will need a **personal NY.gov ID** to apply for these examinations. If you do not have a **personal NY.gov account**, please [create an account](#).

- Online our Internet address is <http://www.cs.ny.gov/jobseeker>; or
- Download an examination application [NYS-APP form](#); or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP forms; or
- Obtain an NYS-APP form from a state agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

ADDITIONAL INFORMATION

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the State of New York to provide for and promote equal opportunity employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, veteran or military service member status, marital status, domestic violence victim status, genetic predisposition or carrier status, arrest and/or criminal conviction record, or any other category protected by law, unless based upon a bona fide occupational qualification or other exception.

RELIGIOUS ACCOMMODATION: Most multiple-choice tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Accommodation Unit of the Department of Civil Service at Testaccommodation@cs.ny.gov.

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the multiple-choice test three days before the date of the test, email us at AdmissionNotices@cs.ny.gov. Please provide your first and last name, address, and the last four digits of your social security number, and we will provide you with the information you need to attend your multiple-choice test. If you have an issue other than not receiving your admission notice, please contact our office at (518) 474-6470 in the Albany area or toll free at 1-877-697-5627. Please leave a clear concise message and provide your first and last name, last four digits of your social security number and a daytime phone number.

TAKING STATE AND LOCAL EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a multiple-choice test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this multiple-choice test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

ELIGIBILITY FOR EXAMINATION: To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: The use of cell phones, beepers, headphones, or any electronic or other communication devices at your personal testing site or in the test room, hallways, restrooms, building, grounds, or other areas, except as expressly authorized by the Department of Civil Service, could result in your disqualification.