



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-269020 Supervising Motor Vehicle Representative 1	14	\$56,506	\$0
31-270020 Supervising Motor Vehicle Representative 1 (Spanish Language)	14	\$56,506	\$0
31-271020 Supervising Motor Vehicle Representative 2	17	\$63,361	\$0
31-272020 Supervising Motor Vehicle Representative 3	20	\$74,193	\$0

Multiple-Choice Test
To Be Held:
FEBRUARY 7, 2026

Applications **MUST** Be Submitted
Online or Postmarked By:
DECEMBER 23, 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 February 7, 2026, you must be a qualified employee of the New York State Department of Motor Vehicles and have had 46 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 Nos. 31-269020 and 31-270020: a Motor Vehicle Representative 2, Motor Vehicle Representative 2 (Contact Center), Motor Vehicle Representative 1, Motor Vehicle Representative 1 (Various Language Parenthetics), Motor Vehicle Representative 1 (Contact Center), Motor Vehicle Representative 1 Contact Center (Spanish Language), Motor Vehicle Representative, Motor Vehicle Representative (Various Language Parenthetics), or Motor Vehicle License Examiner.

For Exam No. 31-271020: a Senior Motor Vehicle License Examiner, Supervising Motor Vehicle Representative 1, Supervising Motor Vehicle Representative 1 (Contact Center), or Supervising Motor Vehicle Representative 1 (Spanish Language).

For Exam No. 31-272020: a Motor Vehicle Field Operations Specialist 1, Principal Motor Vehicle License Examiner, Supervising Motor Vehicle Representative 2, or Supervising Motor Vehicle Representative 2 (Contact Center).

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before December 23, 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 December 23, 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 December 23, 2025, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List:

For Exam Nos. 31-269020 and 31-270020: After eighteen months of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

For Exam Nos. 31-271020 and 31-272020: After one year of service described in the Minimum 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.

For **Exam Nos. 31-269020 and 31-270020**, 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 eighteen months time in title required for appointment from the eligible list.

For **Exam Nos. 31-271020 and 31-272020**, 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.

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 Statewide.

Duties: As a **Supervising Motor Vehicle Representative 1 and Supervising Motor Vehicle Representative 1 (Spanish Language)**, you would, depending on the assigned unit or section, act as supervisor or assistant supervisor of a team having substantial in-person or telephone contact with members of the public seeking services or information regarding licenses, registrations, identification, testing, insurance, penalties, hearings, and related agency programs. Generally, you would be responsible for performing tasks and activities to improve and maintain efficient service to Department of Motor Vehicles' clientele. You would use automated systems and frequently communicate with the general public in resolving problems and providing information. In the performance of these tasks, you may interact with uncooperative or sometimes hostile individuals. You would prepare reports covering the work of the office or section and train and cross-train staff. This includes development of staff, monitoring their daily work performance and, as necessary, taking remedial action. You may also be responsible for ensuring proper office internal controls, monitoring daily office operations, and investigating customer complaints. You may be responsible for troubleshooting and maintaining office equipment such as computers, printers, scanners, cameras, kiosks, and the queuing system as well as the daily physical maintenance of the office facility to ensure the comfort and efficiency of the staff and public.

As a **Supervising Motor Vehicle Representative 2**, you would act as administrative supervisor over one or more units or sections. Generally, you would administer and direct a Motor Vehicle program operation, directly assign duties to customer service staff, establish standards for the quality and quantity of work produced, review and update existing work procedures, conduct meetings with staff and directly observe office or section operations and coordinate their activities. In the performance of these tasks, you may interact with uncooperative or sometimes hostile individuals. You may communicate with the various publics served by Motor Vehicle offices and maintain continuous training and cross-training programs. This includes development of staff, monitoring their daily work performance and, as necessary, taking remedial action. You may also be responsible for investigating and reporting all office irregularities and deficiencies. You may be responsible for the daily physical maintenance of the office facility to ensure the comfort and efficiency of the staff and public. You may also be responsible for ensuring proper office internal controls, monitoring daily office operations, and investigating customer complaints. You may be responsible for troubleshooting and maintaining office equipment such as computers, printers, scanners, cameras, kiosks, and the queuing system as well as the daily physical maintenance of the office facility to ensure the comfort and efficiency of the staff and public.

Duties (Continued): As a **Supervising Motor Vehicle Representative 3**, you would act as administrative supervisor over a larger program segment. You would be responsible for the overall operation of a Motor Vehicle District Office, including staffing, procedures, equipment purchases, training, computer problems, and preparing reports. This includes development of staff, monitoring their daily work performance and, as necessary, taking remedial action. You may provide technical advice and instructions to county issuing office personnel, review the daily operation of the sections to ensure timely and efficient services to the public, provide on-site troubleshooting when new procedures and new computer systems are implemented, and coordinate contacts to obtain technical advice and assistance from various central office organizational units. In the Downstate Call Centers, you may be responsible for managing the operation of a Call Center which employs inmates as Department of Motor Vehicles' agents. You may be responsible for coordinating resources among all Traffic Violation Bureau offices and addressing unresolved issues raised by upper management, outside agencies and Traffic Violation Bureau field offices. You may be responsible for the daily physical maintenance of the office facility to ensure the comfort and efficiency of the staff and public. You may also be responsible for ensuring proper office internal controls, monitoring daily office operations, and investigating customer complaints. You may be responsible for troubleshooting and maintaining office equipment such as computers, printers, scanners, cameras, kiosks, and the queuing system as well as the daily physical maintenance of the office facility to ensure the comfort and efficiency of the staff and public.

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.			
	31-269020	31-270020	31-271020	31-272020
1. Customer service - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.	X	X	X	X
2. 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	X	X
3. Supervision and training - These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.	X	X		
4. 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	X	X	

Subject of Examination (Continued):	For Examination Nos.			
	31-269020	31-270020	31-271020	31-272020
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	X
6. Office management - These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.				X
7. Understanding and interpreting tabular material - These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. 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.

Supervising Motor Vehicle Representative 1
Supervising Motor Vehicle Representative 1 (Spanish Language)
Supervising Motor Vehicle Representative 2
Supervising Motor Vehicle Representative 3

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No. 31-269020
No. 31-270020
No. 31-271020
No. 31-272020

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.

S2/TB1 MLG-gcm

Issued: 11/21/25