



Department of
Civil Service

PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-545020 Highway Safety Program Representative	21	\$78,126	\$0

Multiple-Choice Test
To Be Held:
NOVEMBER 17, 2026*

Applications MUST Be Submitted
Online or Postmarked By:
SEPTEMBER 23, 2026

*Due to the size of the candidate population for this date, candidates will be tested at a Computer-Based Testing Center in their area and may schedule to take their test on either Tuesday, November 17, 2026, Wednesday, November 18, 2026, or Thursday, November 19, 2026. Candidates will receive a notification email from CBTAdministration@cs.ny.gov requiring them to self-schedule for one of the open exam sessions being administered. Candidates will receive their admission notice after self-scheduling for their test and will be notified of their test site location on their admission notice.

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

THE LIST RESULTING FROM THIS EXAMINATION WILL BE USED FOR VACANCIES IN THE ALBANY AREA(S) ONLY.

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

Minimum Qualifications: On or before November 17, 2026, you must be a qualified employee of the New York State Department of Motor Vehicles and have had 55 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.

- Either A.** Highway Safety Program Analyst 1, Highway Safety Program Analyst Trainee 1, or Highway Safety Program Analyst Trainee 2;
Or B. Public Safety Grants Representative 1.

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before September 23, 2026, 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 September 23, 2026, 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 September 23, 2026, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List: After one year of service at the Full Performance Level, successful candidates will be qualified for appointment from the eligible list.

Employees appointed 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.

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 full performance level "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: The order of certification of this eligible list will be:

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

The Positions: These positions exist in New York State and are located in Albany.

Duties: As a **Highway Safety Program Representative**, you would research, design, and monitor alternate delivery processes utilizing electronic resources to improve or expand customer service, efficiency and effectiveness; assess the operations of comparable driver safety programs and businesses in other states; and prepare written and oral recommendations necessary to implement and safeguard new program initiatives. You would conduct on-site consultations and act as a representative of the Department of Motor Vehicles with state and local government officials, community groups, and safety businesses to provide guidance in developing and explaining highway safety programs and projects and ensure compliance with highway safety grant-in-aid requirements. Highway Safety Program Representatives spend a significant portion of their work time speaking in front of various sized groups which may include delivering seminars and conducting focus groups.

Note:

- **Travel Requirements:** Appointment to certain positions requires extensive travel within an area of assignment. Appointees may need to operate a motor vehicle or have other means to meet the transportation needs of the job. If the position requires that you operate a motor vehicle, you must continuously have a driver's license valid in New York State to continue employment. Field work and travel expenses are reimbursed on a fixed schedule. Overnight travel may be required.

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:

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.
2. **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.
3. **Effectively interacting with agency staff and members of the public** - These questions will test candidates' knowledge of techniques used to interact effectively with a variety of individuals and groups, to provide information about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices.
4. **Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.
5. **Administrative techniques and practices** - These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

Test Guide & Sample Test Material: A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>. If Sample Test Material is available for a subject area described above, it can be found at <http://www.cs.ny.gov/testing/sampletestmat.cfm>.

Time Allowance: The time allowance to answer all questions in this exam is 4 hours. This time allowance does not include travel time to and from the computer-based testing center, or check-in time at the computer-based testing center.

Candidates scheduled to take multiple examinations on the same date will be limited to a maximum of eight (8) hours of total testing time.

Note: The time allowance is subject to change. If changed, approved applicants will receive an email notification before the exam date with the revised time allowance.

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 Computer-Based Test (CBT): If you are approved to sit for a computer-based test, you can choose your own test date and time. You will receive an email from CBTAdministration@cs.ny.gov asking you to choose an open exam session. You can change your test date and time to another available option any time before the scheduling period ends. After you schedule your test, you will receive an electronic admission notice that includes your test date, time, and location. **The Department of Civil Service will contact you directly if you are approved for a reasonable accommodation. We will tell you the date, time, and location of your test.** Please call us if you have questions or concerns that are not related to receiving your admission notice. The Department of Civil Service can be reached at (518) 474-6470 or call us toll-free at 1-877-697-5627. Please leave a clear message with your first and last name, the last four digits of your Social Security number, and a phone number where you can be reached during regular business hours. Please note: Receiving a notice to appear for a test does not guarantee you have been qualified for the examination. You may receive a notice to take the test before your application is fully reviewed and approved. You may also be asked to provide additional information regarding your application. If it is determined that you are not qualified for the examination, you will be notified that your application for this examination has been disqualified. If you are disqualified after appearing for the test, you will not receive a score or be active for appointment from the eligible list.

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.

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.