

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

Classification Standard

	<b>Occ. Code</b>	<b>8970800</b>
<b>Driver Improvement Examiner, Grade 11</b>		<b>8970800</b>
<b>Supervising Driver Improvement Examiner, Grade 14</b>		<b>8970825</b>
<b>Head Driver Improvement Examiner, Grade 18</b>		<b>8970850</b>
<b>Chief Driver Improvement Examiner, Grade 23</b>		<b>8970875</b>

Brief Description of Class Series

Driver Improvement Examiners at the Department of Motor Vehicles (DMV) review and evaluate court documents and related materials to issue license suspensions, revocations, cancellations, and restorations under the provisions of the New York State Vehicle and Traffic Law (VTL) and DMV Commissioner's Rules and Regulations. Incumbents make determinations on applications to evaluate driving history, criminal record, or physical or mental limitations. They also evaluate and act on various documents received relative to special requirements for new bus drivers and hazardous materials drivers under Article 9 of the VTL and the Commissioner's Regulations.

Distinguishing Characteristics

*Driver Improvement Examiner:* full performance level; reviews and evaluates driver case records and documents, as well as license applications, in accordance with the VTL and DMV Commissioner's Rules and Regulations.

*Supervising Driver Improvement Examiner:* first supervisory level; supervises up to three units of Driver Improvement Examiners and supporting clerical staff; trains staff on programs, policies, and procedures; and handles more complicated or sensitive cases requiring a high degree of technical expertise.

*Head Driver Improvement Examiner:* second supervisory level; supervises a Driver Improvement Section consisting of several Driver Improvement units headed by Supervising Driver Improvement Examiners; oversees training programs; sets production standards, reviews production reports, and recommends and initiates corrective action when needed.

*Chief Driver Improvement Examiner:* third supervisory level; under the direction of a Motor Vehicle Program Manager 1, directs and supervises the Driver Improvement Bureau or the Program Oversight Unit of Driver Program Regulation; plans and

coordinates the activities of subordinate staff; sets priorities based on program needs; communicates and interprets new policies and procedures; develops and maintains quality controls; and handles precedent setting cases.

### Related Classes

Motor Vehicles Representative and Supervising Motor Vehicle Representative 1, 2, and 3 have substantial contact with members of the public seeking services or information. The majority of positions are located in various DMV field offices, with smaller numbers assigned to the agency's telephone call centers, plate facilities, and specialized Main Office bureaus.

Motor Vehicle License Examiners conduct road tests to ensure that only qualified individuals 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 VTL and the Commissioner's Regulations.

### Illustrative Tasks

#### *Driver Improvement Examiner*

Reviews and evaluates license applications, analyzes driving history, criminal record or certain physical or mental limitations, and makes determinations accordingly.

Reviews license suspension and revocation orders from courts, determines a driver's eligibility for a conditional or restricted license; monitors conditions set for limited licenses.

Reviews unusual or extenuating requests and supporting documents provided, and makes determinations accordingly.

Advises courts of any inconsistencies between court orders, and VTL and DMV Commissioner's Regulations.

Reviews accident reports that indicate the motorist had lost consciousness, suffered a seizure or heart attack, or has a disability, and issues appropriate suspensions, revocations, or cancellations.

Prepares suspension and revocation orders, and rescissions.

Reviews non-routine bus driver, driving school, driving school instructor, 19-A certified examiner and escort vehicle driver applications, and resolves processing issues.

Reviews confidential criminal histories from the Division of Criminal Justice Services and the Federal Bureau of Investigation to determine if the history contains any conviction that would disqualify a school bus driver or hazardous materials driver, and disqualifies applicants when appropriate.

Replies to oral, written, or face-to-face inquiries from motorists, attorneys, rehabilitation agencies, driver program regulated entities, and law enforcement agencies regarding individual case records and various department programs and procedures.

Prepares charges for administrative hearings from reviewed documentation, prepares hearing waiver offers if appropriate, and testifies at hearings on behalf of DMV.

Interviews relevant parties regarding administrative actions taken against drivers.

Meets with the public, attorneys, legislators, police agencies, and other relevant parties, to resolve problems and present DMV's position on various actions, or to explain provisions of the VTL and DMV Commissioner's Regulations.

Maintains written and digital program records.

#### *Supervising Driver Improvement Examiner*

Supervises Driver Improvement Examiners and supporting clerical staff.

Organizes and distributes work to the units, coordinates transfer of work between units to maintain production standards, and takes effective remedial action to prevent or eliminate backlogs and other unsatisfactory work conditions.

Trains new staff in all aspects of work, providing remediation when necessary and provides training to staff when new programs, policies, and procedures are implemented.

Interprets and clarifies procedures and provides direction and guidance to subordinates.

Provides technical assistance and guidance to staff in reviewing and resolving complicated cases, developing specific answers for resolutions, and referring precedent setting cases to higher level staff for review and action.

Analyzes individual production records and evaluates employee performance, spot-checking completed cases for accuracy and completeness.

Prepares periodic production reports, and compiles and organizes data for operating and management reports.

### *Head Driver Improvement Examiner*

Supervises a Driver Improvement Section consisting of several Driver Improvement units headed by Supervising Driver Improvement Examiners.

Monitors the work of the units to ensure that final determinations are proper, supported by necessary documentation and correspondence, appropriate to the relevant factors, and in compliance with the VTL and DMV Commissioner's Rules and Regulations.

Reviews unique cases involving decisions for which no precedent has been set and sends them to higher level staff for final approval.

Assists subordinate staff in the resolution of unusual and sensitive cases.

Advises and assists lower level staff in the resolution of problems, establishment of priorities, modification of procedures, and improvement of operational relationships.

Recommends training programs and assists in their design and implementation and ensures that subordinate staff receive adequate training.

Confers with program managers and supervisors in other DMV offices regarding issues and/or impact of program changes, errors, and system defects, and recommends corrective action.

Assists in developing and preparing budgets and prepares and analyzes periodic production reports.

Plans, schedules, and speaks at meetings and seminars to explain and encourage compliance with the Vehicle and Safety Law (Article 19A).

Assists Field Operations staff with audits and investigations, documents violations that are discovered and prepares charges, and referring serious cases to the Division of Field Investigations.

Gives testimony in court on DMV policies and procedures in response to subpoenas.

### *Chief Driver Improvement Examiner*

Directs and supervises the activities and operations of a bureau, assuming full responsibility for both operational and administrative management.

Develops and maintains quality and production controls; ensures that systems and procedures are adequate and function properly, initiates changes as warranted, reviews backlogs and workloads, and revises priorities as needed to accommodate division needs.

Ensures determinations made by subordinates conform to the mandates and structure of the VTL, and that they accurately reflect the Commissioner's policies, and investigates and responds to complaints regarding determinations.

Reviews unusual or sensitive adjudication problems; adjudicates cases for which either no parameters or new parameters exist, or for which new policy interpretations must be developed.

Makes independent decisions in cases involving unique situations within a framework of statutory requirements and administrative policy.

Speaks at meetings of interested groups, such as magistrates and probation officers, to explain the relevant laws and Department procedures.

Testifies in court regarding DMV policies and procedures.

Plans and prepares bureau budget requests and reviews and analyzes bureau operating reports.

### Minimum Qualifications

#### *Driver Improvement Examiner*

Promotion: one year of permanent competitive service in a position allocated to Grade 5 or higher.

#### *Supervising Driver Improvement Examiner*

Promotion: one year of service as a Driver Improvement Examiner.

#### *Head Driver Improvement Examiner*

Promotion: one year of service as a Supervising Driver Improvement Examiner or two years of service as a Driver Improvement Examiner.

#### *Chief Driver Improvement Examiner*

Promotion: one year of service as a Head Driver Improvement Examiner or two years of service as a Supervising Driver Improvement Examiner.

**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 above are those which were required for appointment at the time the Classification Standard was written.

Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 12/2020

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