



Motor Vehicle Representative (LEAP)

Exam Code: 9MV07

Department: Department of Motor Vehicles

Exam Type: Departmental Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Motor Vehicle Representative

Salary per month: Range A \$3,530.00 to \$4,412.00
 Range B \$3,791.00 to \$4,742.00
 Range C \$4,082.00 to \$5,117.00

View the [Motor Vehicle Representative classification specification](#)

INTRODUCTION TO THE LEAP PROGRAM

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, is designed to determine if the applicant satisfies the minimum qualifications of the classification to which they seek an appointment.

The LEAP is also designed to help individuals with a disability obtain employment in the California State civil service. Taking this Readiness Evaluation is an alternative to the traditional testing process. An applicant must be LEAP certified by the Department of Rehabilitation (DOR) to take this Readiness Evaluation. To learn how to get LEAP certified, visit the DOR's website at <https://www.dor.ca.gov/Home/LEAP>. To find a DOR office near your home, please contact the DOR at (916) 558-5300, TTY (916) 558-5302, or online at www.dor.ca.gov.

To participate in LEAP, applicants must first be placed on a LEAP Referral List for the classification to which the applicant seeks an appointment by successfully passing a LEAP assessment, such as a Readiness Evaluation.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Individuals who meet **all** of the following criteria:

1. have a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, and
2. have a Limited Examination and Appointment Program (LEAP) certification from the Department of Rehabilitation, and
3. have **not** taken this Readiness Evaluation in the past 24 months, and
4. meet the minimum qualifications to the examination stated on this examination bulletin.

How To Apply:

The web link to the Motor Vehicle Representative Readiness Evaluation is located on page 4 of this examination bulletin in the "TAKING THE READINESS EVALUATION" section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

Department of Motor Vehicles
Selection and Certification Unit
Phone: 916-657-7553

California Relay Service: (TTY Phones) 1-800-735-2929 or from voice phones at 1-800-735-2922
TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination bulletin to be able to pass this LEAP Readiness Evaluation. Part-time or full-time jobs, regardless of whether paid or volunteer or inside or outside California state service, may count toward experience.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement. Experience in California state service applied toward "Pattern II" must include at least one year of qualifying experience performing the duties of a class with a level of responsibility comparable to that described in the promotional pattern.

EITHER I

One year of experience in the California state service performing clerical duties at a level of responsibility equivalent to an Office Assistant (General).

OR II

Experience: One year of experience performing clerical, cashiering, sales clerk, or customer service work. (Academic education above the twelfth grade may be substituted on the basis of one year of general education being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before being eligible for appointment.) **and**

Education: Equivalent to completion of the twelfth grade.

POSITION DESCRIPTION

Under direction, incumbents interpret, apply, and explain provisions of the California Vehicle Code and the regulations, policies, and procedures of the DMV pertaining to the licensing of drivers; registering and titling of vehicles and vessels; licensing of vehicle dealers, manufacturers, and dismantlers; the performance of post-licensing functions related to problematic drivers; and perform other related work. Incumbents typically work with customers in a fast-paced environment in departmental field and driver safety offices, call centers, or headquarters' processing units and assist the public in the issuance of identification cards, driver and occupational licenses, motor carrier permits, and the registration and titling of vehicles.

This is a multi-range classification. Incumbents with twelve months or less in the classification perform the least complex duties related to all processes in vehicle registration, titling, and/or driver license/identification. As they gain more time in the classification, and in accordance with established procedures, incumbents are assigned progressively more complex and difficult transactions duties in a variety of areas.

Positions exist statewide.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Modern office methods, equipment, and procedures.

B. Ability to:

1. Read, write, and understand English at a level required for successful job performance.
2. Learn, apply, interpret, and explain provisions of governmental rules and department procedures and policy.
3. Follow verbal and written directions.
4. Evaluate situations accurately and take effective action.
5. Interpret and apply rules and regulations to specific cases.
6. Perform cashiering work of average difficulty involved in receiving, disbursing, and receipting of monies.
7. Operate various electronic office equipment.
8. Input information accurately and efficiently into various databases.
9. Meet and deal tactfully with the public.

SPECIAL PERSONAL CHARACTERISTICS

Well-developed interpersonal skills including sensitivity, patience, and flexibility in order to communicate with internal and external customers in a friendly, courteous, and efficient manner.

Incumbents are expected to be dependable and punctual to provide quality customer service. Incumbents who have contact with internal and external customers are expected to present a business-like image.

READINESS EVALUATION INFORMATION

Once you have taken this Readiness Evaluation, you may not retake it for 24 months. Candidates who pass the Readiness Evaluation will remain on the LEAP Referral List for 24 months.

SCOPE OF READINESS EVALUATION

The Readiness Evaluation is a Pass or Fail assessment. To obtain a position on the Motor Vehicle Representative LEAP Referral List, a pass result must be received. Your examination results will appear in your CalCareers account within 30 days of taking the Readiness Evaluation.

REFERRAL LIST INFORMATION

A departmental open LEAP Referral List for the Motor Vehicle Representative classification will be established for the Department of Motor Vehicles (DMV). The names of individuals who successfully pass the Readiness Evaluation are merged onto a LEAP Referral List for the Motor Vehicle Representative classification. LEAP Referral List eligibility expires 24 months after it is established. Competitors must then retake the Motor Vehicle Representative Readiness Evaluation to reestablish eligibility on the LEAP Referral List.

LEAP EXAMINATION PROCESS INFORMATION

PART 1: MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION)

- Weighted 100%

This LEAP Minimum Qualifications Assessment (Readiness Evaluation) consists solely of minimum qualification questions that assess the training, experience, and education that you have previously obtained. Your responses to the questions will determine if the training, experience, and education you have, meet the minimum qualifications for the **Motor Vehicle Representative** classification. If your Minimum Qualifications Assessment (Readiness Evaluation) result is “pass”, your name will be placed on the **Motor Vehicle Representative** LEAP Referral List and you will have referral list eligibility to apply for **Motor Vehicle Representative** vacancies.

Applicants who obtain **Motor Vehicle Representative** LEAP Referral List eligibility must compete for State of California job vacancies in order to begin PART 2 of this process, which is called the JOB EXAMINATION PERIOD (JEP).

PART 2: JOB EXAMINATION PERIOD (JEP)

The JEP begins after you are hired and obtain an examination appointment. When you perform the duties of your state job, you will be evaluated on your job performance every four weeks or more often. Your evaluation will be based on the classification specification and the duty statement of the position.

The JEP will be the same length as the length of the probationary period for the same non-LEAP classification.

After successful completion of both the Minimum Qualifications Assessment and the JEP, the result will be a transition from an examination appointment to a standard appointment as a Motor Vehicle Representative. If appointed through the LEAP examination process, you will not be required to serve a probationary period.

TAKING THE READINESS EVALUATION

You will be asked to provide employment and education references who can verify the information you provide on the Readiness Evaluation. You are encouraged to have your resume and transcripts for reference when completing the Readiness Evaluation.

Take the [Readiness Evaluation for the Motor Vehicle Representative classification](#).

TESTING DEPARTMENT

Department of Motor Vehicles

CONTACT INFORMATION

Questions regarding this examination should be directed to:

Department of Motor Vehicles
Selection and Certification Unit
Phone: 916-657-7553

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EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

GENERAL INFORMATION

Examination/Employment Applications (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against predetermined job-related rating, and all candidates who pass will be ranked according to their score.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Criminal Record Clearance: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.