



MANAGER 3, DEPARTMENT OF MOTOR VEHICLES

Agency Code: 3899 – Exam Code: 6PB43 – Class Code: 8734

Department(s): Department of Motor Vehicles
Opening Date: 7/7/2011 11:04:00 AM
Final Filing Date: Continuous
Type of Examination: Departmental Promotional

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have obtained a score for this examination, you may not retake it for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

This is a **departmental, promotional** examination for the Department of Motor Vehicles. Applicants must meet one of the following criteria in order to participate in this examination:

1. Must have a permanent civil service appointment with the Department of Motor Vehicles in order to take this examination; or
2. Must meet the provisions of the State Personnel Rules 234, 235, or 235.2; or
3. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
4. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years, as defined in Government Code 18992; or

5. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants under items 3, 4, or 5, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Persons applying using military experience must submit a copy of their DD 214 with their Standard State Application (STD. 678).

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

SALARY INFORMATION

\$5,705.00 – \$7,140.00 per month

ELIGIBLE LIST INFORMATION

An **departmental, promotional, merged** eligible list will be established by the California Department of Human Resources for use by the other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 24 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER 1

One year of experience in the Department of Motor Vehicles performing the duties of a class with a level of responsibility [equivalent to that obtained in the class of Manager 2](#), Department of Motor Vehicles.

OR 2

Two years of experience in the Department of Motor Vehicles performing the duties of a class with a level of responsibility [equivalent to that obtained in the class of Manager1](#), Department of Motor Vehicles.

OR 3

Four years of [experience](#) in work requiring a knowledge of the regulations of the State of California governing the registration of motor vehicles or the licensing of drivers, at least two years of which must have been in a managerial or supervisory position. (Experience in California state service applied toward the managerial or supervisory requirement must include at least one year in a class with a level of responsibility not less than that of Manager 2, Department of Motor Vehicles, or at least two years in a class with a level of responsibility not less than that of Manager 1, Department of Motor Vehicles. College education may be substituted for two years of general, nonsupervisory experience on the basis of one year of education for six months of experience.)

POSITION DESCRIPTION

Incumbents either (1) serve as a manager responsible for vehicle registration, driver licensing, and administrative activities of a small field office; or (2) serve as operations officer of a larger field office; or (3) in a staff or specialized headquarters assignment, perform technical or managerial duties comparable in difficulty to the other assignments at this classification level.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Questionnaire.](#)

KNOWLEDGE AND ABILITIES

Knowledge of:

1. The statutes, policies, and procedures pertaining to driver licensing and vehicle titling and registration.
2. The organization, functions, policies, and procedures of the Department of Motor Vehicles.
3. Security and confidential record policies and procedures.
4. Equal employment opportunity principles, regulations, and objectives for application to employment decisions and to ensure a hostile-free and equitable work environment.
5. The steps of progressive discipline to address performance issues.
6. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
7. The Americans with Disabilities Act to provide for reasonable accommodations and fair employment practices.

Ability to:

1. Delegate work assignments and appropriate level of responsibility to staff.
2. Represent staff members by relaying concerns to (upper) management.
3. Evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.

4. Assess and identify staff training needs.
5. Manage and oversee the efficient operation of multiple work sections.
6. Develop and implement short- and long-term plans to meet program objectives.
7. Provide superior customer service by implementing continuous improvement practices within the work unit.
8. Evaluate problems and issues relating to work unit/office programs, procedures, business processes, and/or policies.
9. Deal with challenging customers, while providing satisfactory service.
10. Write clear and concise reports, policies, and procedures.
11. Communicate effectively in writing to employees, the public, government agencies, and other stakeholders.
12. Review and edit reports, memos, and technical writing to ensure quality work products.
13. Perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages) to prepare various program and project reports and summaries.
14. Analyze numerical data to draw conclusions and make recommendations regarding the work unit/office.

VETERANS' PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

VETERANS

Persons retired from the United States military or honorably discharged from active duty shall be eligible to compete in promotional examinations for which they meet the minimum qualifications as prescribed by the class specification. Persons receiving passing scores shall have their names placed on the promotional eligibility lists resulting from these examinations. In evaluating minimum qualifications, related military experience shall be considered State civil service experience in a class deemed comparable by CalHR, based on the duties and responsibilities assigned (Section 18991).

For cases in which promotional examinations are given by more than one department for the same classification, the veteran shall select one department for which to compete. Once this selection is made, it cannot be changed for the duration of the promotional list eligibility established from the examination in which the veteran participated. Employees may request a transfer of list eligibility between departments in the same manner as provided for civil service employees (Section 18991).

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

ADDITIONAL DESIRABLE QUALIFICATIONS

Possession of a valid driver license

DISCLAIMER

Please click on the link below to review the official California CalHR class specification

<http://www.calhr.ca.gov/state-hr-professionals/Pages/8746.aspx>

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
Attn: Selection Services Program (Exams)
1515 S Street
Sacramento, CA 95811

1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

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GENERAL INFORMATION

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 on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

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

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, 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.

In Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or <http://www.jobs.ca.gov>.

Bulletin Revision Date: 2/08/17

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Questionnaire for Manager 3, DMV.](#)