



LICENSING-REGISTRATION EXAMINER, DEPARTMENT OF MOTOR VEHICLES

Agency Code: 3899 - Class Code: 8758 - Exam Code: 8PB26

Department:	Department of Motor Vehicles
Opening Date:	December 26, 2009
Final Filing Date:	Self-schedule dates are set periodically.
Type of Recruitment:	Departmental Open
Salary:	Monthly Range \$3,541.00 - \$4,341.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Statewide

INTRODUCTION

The Licensing-Registration Examiner, Department of Motor Vehicles examination is not being given at this time. Please continue to check this bulletin periodically to see when testing is available.

EEO

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.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated under "REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION" section on this examination bulletin may apply. All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the written test is taken.

Once you have taken the examination, you may not reapply for twelve (12) months.

FILING INSTRUCTIONS

Click on the Licensing-Registration Examiner, DMV, examination link at the bottom of the examination bulletin to self-schedule for the examination. **If you have never applied for an examination online, please refer to our instructions on [How to Search and Apply for Examinations on www.calcareers.ca.gov](http://www.calcareers.ca.gov)**

The examination is considered continuous as examination dates may be disseminated at any time. Candidates must meet the requirements to take the written test. Applicants are to respond to questions to determine if they meet the minimum qualifications. An immediate minimum qualifications determination will be made by the online system. If an applicant qualifies, he/she will be allowed to schedule a date, time, and place to take the written test; however, space is limited and will be available on a first-come-first served basis. Please note that minimum qualifications will be verified by the Selection and Certification Unit prior to a job offer.

Self-scheduling will conclude once all seats are filled; applicants will not be able to apply until additional examination dates are posted. Examinations will be given on various dates and locations throughout California. These dates and locations will be posted online as needed.

Self-Scheduling Opening Date	Written Test Date	Locations

Do not submit a Standard State Application (STD. 678) to the Department of Motor Vehicles or California Department of Human Resources. The application for the Licensing-Registration Examiner, DMV, examination is completed within the Internet Self-Scheduling System.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the Selection and Certification Unit at 916-657-7553, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-800-735-2929 or from voice phones at 1-800-735-2922.

REQUIRED IDENTIFICATION

You **must** bring a copy of the Notice to Appear letter and a photo identification (or two forms of signed identification) with you to the written test site. The name on your identification document(s) must exactly match the name on the **Notice to Appear** letter to be accepted into the written examination. Any discrepancy may prohibit you from being accepted into the written examination. Applicants must present either a valid Government-issued, photo identification document (i.e., California Identification Card or Driver License; Passport; Military; Green Card; etc.) or two forms of signed identification documents (i.e., Social Security Card; temporary California Driver License; marriage certificate; etc.) at check-in.

ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores regardless of date. **Eligibility expires thirty-six (36) months after it is established.** A candidate may be tested only once during any twelve (12) month period.

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.

Possession of a valid Class C or above driver license. (License must be secured prior to appointment.)

AND

Visual acuity of 20/20 or better in each eye (correction may be used to meet this requirement) and a monocular peripheral vision of at least 100 degrees of horizontal extent and 100 degrees of vertical extent, with no evidence of scotomas (non-seeing areas) within the full visual field of each eye; **AND**

Either I

Two years of experience in work emphasizing contact and discussion with the public. This experience must have involved face-to-face public contact and activities such as the personal explanation or interpretation of the products, policies, or procedures of an organization.

Or II

Education: Equivalent to completion of two years (60 semester units or 90 quarter units) of college education. (Students in their second year of college will be admitted to the examination, but they must produce evidence of completion of the required 60 semester units or 90 quarter units before they can be considered eligible for appointment.)

Or III

One year of experience in the Department of Motor Vehicles performing duties comparable to those performed in the classes of Motor Vehicle Assistant, Range B; Motor Vehicle Representative, Range B (formerly Motor Vehicle Field Representative, Range B); or Management Services Technician.

Or IV

Two years in the Department of Motor Vehicles with at least 18 months of experience at the level of Office Assistant, Range B (formerly Office Assistant II) or higher.

NOTE: Before appointment, successful candidates will also be required to pass a medical examination.

SPECIAL PERSONAL CHARACTERISTICS

Firmness, tact, and normal hearing; physical agility and mental alertness sufficient to permit work in and around various types of motor vehicles with safety; satisfactory driving record and willingness to work as required at various locations throughout the State.

POSITION DESCRIPTION

Under direction, a Licensing-Registration Examiner, DMV, interprets, applies, and explains the provisions of the Vehicle Code, administrative regulations, policies, and procedures pertaining to the licensing of drivers and the registration and ownership of motor vehicles. Gives written, oral, visual and practical performance tests in the course of examining applicants for ability and fitness to operate various types or combinations of motor vehicles safely, including commercial vehicles in designated field offices, and for knowledge of Vehicle Code requirements. Serves notices of and/or gives and receives information concerning suspensions, revocations, and cancellations of licenses. Determines if vehicles are subject to registration and/or transfer of ownership. Inspects vehicles for body type, usage, and verification of identification and license numbers. Issues license plates, tabs, and operating permits; determines, collects, and accounts for fees and penalties; and makes reports concerning work performed. Selected candidates may be required to participate in the DMV Employee Pull Notice Program. This will require the submission of their valid California driver license number. The program requires a review of an employee's driving record when certain updates are received by the DMV.

Positions exist statewide.

EXAMINATION INFORMATION

The examination will consist of a written test weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

Written test will be conducted at various locations throughout the State.

SCOPE OF EXAMINATION

WRITTEN TEST - WEIGHTED 100%

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, the examination has been developed to measure relative to job demands, each competitor's knowledge, skills and abilities listed in the "KNOWLEDGE, SKILLS AND ABILITIES" section.

The written test for the Licensing-Registration Examiner, DMV, consists of the following three test sections:

Test Section	Subject
I	Written Communication Skills
II	Analyzing, Interpreting, and Applying Written Material
III	Situational Workplace Scenarios

KNOWLEDGE, SKILLS AND ABILITIES

A. Knowledge of:

1. Proper spelling, grammar, punctuation, and sentence structure for the English language, to ensure that prepared and/or reviewed written materials are complete, succinct, and free of writing errors.

B. Skill to:

1. Communicate clearly and concisely in writing regarding driver licensing, vehicle registration and ownership, and other related issues, adjusting the level and tone of the message appropriate to be understood by the respective audience.
2. Write detailed summaries to communicate the results of driver license examinations using proper grammar, punctuation, sentence structure, and diagrams.

KNOWLEDGE, SKILLS AND ABILITIES - CONTINUED

3. Write memos, letters, and correspondence using proper grammar, punctuation, and sentence structure.
4. Read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.
5. Read and comprehend a variety of technical information pertaining to driver licensing, vehicle registration and ownership, and/or other related issues.
6. Interpret technical information and materials (such as departmental policy and procedure manuals, the Vehicle Code, CA Driver Handbook).
7. Adhere to and apply office policies and procedures in the completion of work assignments.
8. Identify inconsistencies in information and materials received orally and in writing.
9. Analyze and evaluate situations accurately and thoroughly to determine and implement appropriate courses of action.
10. Establish and maintain cooperative relations with peers, supervisors, other departmental staff, supporting agencies, and/or the public.
11. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, supporting agencies, and/or the public.
12. Participate in and contribute to the effectiveness of a team.

C. Ability to:

1. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing work assignments.
2. Work in a team environment to complete assigned work tasks or assignments.

VETERANS' PREFERENCE

Veterans' Preference will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at www.calcareers.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.cdva.ca.gov.

CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

CONTACT INFORMATION

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

Department of Motor Vehicles
Selection and Certification Unit
2415 1st Avenue, MS E678
Sacramento, CA 95818
Phone 916-657-7553 or TTY 1-800-735-2929

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:
<https://www.calcareers.ca.gov/CalHRPublic/Tools/ClassSalarySearch.aspx>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at 916-657-7553 three (3) days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at 916-657-7553 three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Standard State Applications (STD. 678) are available at www.calcareers.ca.gov, local offices of the Employment Development Department, and the testing department on this examination bulletin.

If you meet the requirements stated on this 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 predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the State, if 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.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and 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 (1) to four (4) years unless otherwise stated on the bulletin.

Criminal Record Clearance Information: 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.

GENERAL INFORMATION - CONTINUED

Veterans' Preference Points: Effective on January 1, 2014, Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California. Veterans' Preference will be awarded as follows starting January 1, 2014: (1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. (2) An entrance examination is defined under the law as any open competitive examination. (3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources. Directions to apply for Veterans' Preference are on the Veterans' Preference Application Form (SPB 1093), which is available at www.calcareers.ca.gov, and at the Department of Veterans Affairs.

If you have never applied for an examination online, please refer to our instructions on [How to Search and Apply for Examinations on www.calcareers.ca.gov](#)

Click here to go to the Internet Self-Scheduling System for the Licensing-Registration Examiner, DMV, examination.