



MANAGER I, DEPARTMENT OF MOTOR VEHICLES

Exam Code: 1MV02

Department: Department of Motor Vehicles

Exam Type: Departmental Promotional

Final Filing Date: Continuous

CLASSIFICATION DETAILS

MANAGER I, DMV - \$4,327.00 to \$5,413.00 per month.

[View the Manager I, Department of Motor Vehicles classification specification](#)

If you have tested for the Manager I, Department of Motor Vehicles (DMV) classification in the previous 12 months, it may be too early for you to take this examination.

Please check your CalCareer account for the retake date on your examination results notification for this classification BEFORE continuing this examination process. Retaking this examination under a different name or last four digits of Social Security number is not allowed.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

This is a Departmental Promotional examination for the DMV. Applicants must:

- 1 Be a current DMV employee in a permanent position (California Code of Regulations [CCR] Section 234); or
- 2 Have had a permanent appointment with the DMV with no subsequent break in service by resignation, non-disability retirement, or removal for cause (CCR Section 234); or
- 3 Be on temporary assignment or loan to the DMV under CCR Section 438 and have permanent civil service status in another agency (CCR Section 234); or
- 4 Be a current employee in a government agency or subdivision for the State of California who previously held a position with DMV within the past three (3) years, had promotional eligibility for the Manager I, DMV examination, has not attained permanent status in the new agency, and has had no subsequent break in state service by resignation, nondisability retirement, or removal for cause (CCR Section 235); or

- 5 Be a former DMV employee who has moved to another agency without a break in service, who otherwise had eligibility for the Manager I, DMV promotional examination, and (a) has not attained permanent status in the new agency, (b) is under an exempt appointment and has not lost the right of return to civil service status under California Government Code (GC) Section 19141, or (c) is under a training assignment conforming to the provisions of GC Section 19050.8, or (d) is under a Career Executive Assignment (CCR Section 235); or
- 6 Be a person who is on a leave of absence or whose name appears on a reemployment list who immediately preceding leave of absence or layoff had appropriate civil service status for the examination (CCR Section 235.2).
- 7 Be a current or former employee of the State of California Legislature who held the position for two (2) or more consecutive years (GC Section 18990); or
- 8 Be a current or former employee of the State of California Executive Branch who held the position for two (2) or more consecutive years (GC Section 18992); or
- 9 Be retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty (GC Section 18991).

Once you have taken this examination, you may not retake it for **twelve (12) months**.

How To Apply:

Pursuant to the California Code of Regulations (CCR), Section 174, applications for this online examination must be submitted online only.

Follow the instructions in the "TAKING THE EXAMINATION" section on **page 5** of this examination bulletin to apply for this online examination.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.

MINIMUM QUALIFICATIONS

All applicants must meet the experience requirements as stated on this exam bulletin as of the date the online examination is taken to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "**Either I, II, or III**", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a Supervising Motor Vehicle Representative.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II.

Or III

Three years of experience in the Department of Motor Vehicles performing the duties of a Motor Vehicle Representative, Range C (previously Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

Or IV

Four years of experience in work emphasizing discussion with the public, at least two years of which must have been in work requiring a knowledge of the regulations of the State of California governing the registration of motor vehicles or the licensing of drivers. [Experience in California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of Supervising Motor Vehicle Representative; or at least two years in a class with a level of responsibility not less than that of Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II; or at least three years in a class with a level of responsibility not less than that of Motor Vehicle Representative, Range C (previously Motor Vehicle Field Representative, Range C).] (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.)

DEFINITION

“Performing the duties of...” To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or Temporary Appointment to the class) specified.

“In a class with a level of responsibility not less than...” To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

POSITION DESCRIPTION

A Manager I, DMV may serve as a manager responsible for vehicle registration, driver licensing, and administrative activities of one of the smallest field offices; serve as an operations officer of a larger field office; manage a large group of employees (as reflected in the approved allocation standards) assigned to a major function of a large field office; or in a staff or specialized headquarter assignment, perform technical or managerial duties comparable in difficulty to the other assignments of this classification level.

EXAMINATION SCOPE

This examination consists of the following components:

Experience Questionnaire – Weighted 100% of the final score.

The examination will consist solely of an Experience Questionnaire (EQ). To obtain a position on the eligible list, a minimum score of 70% must be received. Your Final Results Notification letter will be sent to you by email or by postal mail per your selection in the EQ, and your examination results will appear in your CalCareer account within 30 days of completion of the EQ.

KNOWLEDGE AND ABILITIES

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers.
2. Organization, functions, policies, and procedures of the Department of Motor Vehicles.
3. Office management principles, methods, and equipment.
4. Principles of effective supervision.
5. Accepted methods of handling and accounting for money received.
6. The Department's Equal Employment Opportunity Program objectives.
7. A manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

Ability to:

1. Analyze situations accurately and take effective action.
2. Gather and analyze data.
3. Speak effectively.
4. Prepare clear and concise reports.
5. Establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work.
6. Read and write at a level appropriate to the classification.
7. Plan, organize, and direct the work of others.
8. Effectively contribute to the Department's Equal Employment Opportunity Program objectives.

ADDITIONAL DESIRABLE QUALIFICATIONS

Possession of a valid driver license.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list for the **Manager I, DMV** classification will be established for:

Department of Motor Vehicles

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of examination date. Eligibility expires **twenty-four (24) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will **not** be granted for this examination because it does not meet the requirements for Veteran's Preference.

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

EXAMINATION INFORMATION

[Click here to preview the Manager I, DMV Experience Questionnaire](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the examination.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above, resume, and a list of your professional references.

TAKING THE EXAMINATION

[Click here to take the Manager I, DMV Experience Questionnaire](#)

Alternatively, you may enter the following URL into your web browser:

https://www.surveymonkey.com/r/Manager_I_DMV_Examination

TESTING DEPARTMENT

Department of Motor Vehicles

CONTACT INFORMATION

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

Department of Motor Vehicles
Talent Acquisition Unit
P.O. Box 932315, MS E678
Sacramento, CA 94232-3150

Phone: (916) 657-7553
Email: DMV_Exams@dmv.ca.gov

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the deaf or hard of hearing, and is reachable only from phones equipped with a TTY Device.

You will be provided with your examination score and employment inquiry notices using electronic communication unless you specifically request communication by postal mail.

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 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.

GENERAL INFORMATION

Temporary Assignments/Loans: Experience from Temporary Assignments/Loans may be counted toward meeting the minimum qualifications for this examination if the experience qualifies as out-of-class Experience in accordance with the California Code of Regulations, Section 212.

Experience from approved out-of-class assignments to specific classifications may be counted toward satisfaction of the minimum qualifications for this examination per Government Code Section 19050.8.

For consideration of experience from an approved out-of-class assignment, submit a copy of the approval to the Talent Acquisition Unit at the address provided under the heading "CONTACT INFORMATION" on page 5 of this bulletin, or send it by email to the attention of Manager I, DMV Examination at DMV_Exams@dmv.ca.gov.

Examination/Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer account at www.calcareers.ca.gov.

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 a predetermined job-related rating, and all applicants 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: All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely.

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) servicewide promotional, 5) departmental open, 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 the 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 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.

Promotional Examination: 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 CCR Sections 234, 235, and 235.2, which contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <https://govt.westlaw.com>.

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT