For

DEPARTMENTAL
PROMOTIONAL
EXAMINATION

DRIVER SAFETY MANAGER III

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Driver Safety Manager III level and those eligible for lateral transfers are encouraged to apply.

Refer to the EXAMINATION INFORMATION and FILING INSTRUCTIONS sections for additional information on how to apply for this examination.

DIVISION : Licensing Operations
UNIT : Driver Safety Headquarters Technical Support
POSITION : Driver Safety Headquarters Operations Manager
LOCATION : Sacramento
SALARY : $7076 - $8038
FINAL FILING DATE : August 9, 2017

This position may be subject to allocation approval by the Human Resources Branch.

RESPONSIBILITIES

Under the direction of the Driver Safety (DS) Headquarters (HQ) Regional Administrator, the DS HQ Operations Manager coordinates, directs, and evaluates the daily HQ operations of the DS Litigations, Actions, and Services; DS Training and Procedures; and Court Review and Appeals units.

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DUTIES

- Coordinates, directs, and evaluates the daily HQ operations of the DS Litigations, Actions, Services; DS Training and Procedures; and Court Review and Appeals units.

- Monitors the DS HQ Operations activities as it relates to training, procedure and Web content development; discretionary actions against the driving privilege; litigation services related to writs of mandate; processing requests under the Public Information Act; and tort liability claims.

- Ensures acceptable levels in the timeliness of services and the quality assurance of work products, including timely and accurate completion of administrative documents on behalf of the DS Branch.

- Utilizes well-developed verbal and written communication skills to communicate with all levels, within and outside the Department.

- Supervises, evaluates, and provides direction to the Section’s management staff to assess and maintain optimum utilization and management of budget and personnel resources.

- Ensures effective planning, organization, and development of the DS Conference, Legal Update training, and Driver Safety Hearing Officer and Senior Motor Vehicle Technician lesson plans.

- Coordinates with the Departmental Training Branch in the development of Support Staff lesson plans.

- Uses effective conflict resolution skills with internal and external customers or their representatives.

- Participates as a co-lead in the Strategic Highway Safety Plan (SHSP) Challenge area for roadway users (drivers, pedestrians, bicyclists, and motorcycles) age 65 and older. This Challenge area focuses on all fatalities and severe injuries resulting from collisions in which one or more roadway users was involved.

- Shares responsibility with California Highway Patrol in coordinating projects, facilitating meetings, and presenting at events associated with this SHSP Challenge area.

- Provides input to upper management regarding the interpretation of policies, laws, and regulations that impact the DS Discretionary and Mandatory Actions Programs.

- Ensures new and revised policies and procedures are implemented effectively and consistently in the operations, in line with the Chief, DS Branch, Deputy Director, and Executive Office intent, and through clear and concise directives to operational management.

- Ensures the appropriate application of DS Program information to support the Department’s electronic (e-government) business solutions and initiatives.

- Responsible for the Section’s personnel management actions including, but not limited to, employer and employee relations, hiring goals, grievance and complaint resolution, training, hiring, and performance evaluation.

- Directs the activities of the DS HQ Region in the absence of the HQ Regional Administrator.

- Performs other duties as required.
MINIMUM QUALIFICATIONS

Possession of a valid driver license of the appropriate class issued by the Department of Motor Vehicles. (Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.) and

Either I

One year of experience in the Department of Motor Vehicles performing duties comparable in level of responsibility to a Driver Safety Manager II.

Or II

Two years of experience in the Department of Motor Vehicles performing duties comparable in level of responsibility to a Driver Safety Manager I.

KNOWLEDGE AND ABILITIES

Knowledge of: Driver safety practices and procedures; provisions of the California Vehicle Code Administrative Procedures Act; rules, regulations, and policies of the Department of Motor Vehicles; principles of personnel management, training, and effective supervision; general and office management principles and practices; budgetary procurement procedures for personnel and equipment; overall purposes, organization, and activities of the Department of Motor Vehicles; management principles; principles and methods of public business administration; principles, problems, and practices of organizational planning and work control; State of California administrative, budget, and personnel procedures as applied to the Department of Motor Vehicles; and a supervisor's role in equal employment opportunities.

Ability Ability to: Interpret and apply the laws, regulations, and policies relating to functions of the Driver Safety Program; establish and maintain cooperative relations with persons contacted concerning driver safety work and procedures including public officials and community leaders; conduct all types of hearings, interviews, and reexaminations; plan, organize, and direct the work of subordinate employees engaged in the various activities of the Driver Safety Program; review reports and make sound decisions; plan, organize, and direct the activities of a large Driver Safety Office or Headquarters unit; plan, organize, direct and control a major portion of the Driver Safety Program; develop and propose legislation, departmental policy, and procedures related to the Driver Safety Program; and provide equal employment opportunities.

SPECIAL PERSONAL REQUIREMENTS

Possession of a good driving record which includes no convictions within the past three years for driving under the influence of alcohol or drugs, hit and run, reckless driving, or manslaughter. Also included is not being a negligent operator as defined in Section 12810 of the Vehicle Code, and having no Implied Consent and Administrative Per Se suspensions within the past three years, no failures to answer a signed promise to appear (40508 VC), or no failures to pay a lawfully imposed fine (40509 VC). If a person has failed to answer his/her signed promise to appear (40508 VC) or has failed to pay a lawfully imposed fine (40509 VC), he/she will not be hired until the court case has been cleared.
POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. You must provide a response and specific examples in the Statement of Qualifications for each Position Specific Qualifications/Evaluation Criteria. The responses and examples you provide may be the only tool used for determining your final score and rank on the eligible list.

1. Describe your knowledge of and experience with the Department’s Driver Safety Program, including mandatory actions, and administrative hearing and appeals processes.

2. Describe your experience in planning, organizing, and directing the work of subordinate employees.

3. Describe your knowledge of office management and effective supervision principles.

4. Describe your demonstrated ability to evaluate, recommend, and implement program changes related to policies, laws, and regulations that impact the Driver Safety Program.

5. Describe your well-developed verbal and written communication skills, and your demonstrated ability to communicate with all levels, within and outside the Department.

6. Describe your demonstrated conflict resolution skills in dealing with customers and their representatives.

WHO SHOULD APPLY

This is a departmental promotional examination for the Department of Motor Vehicles. Applicants must:

- have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rule 234 or 235 by the final filing date; or

- be a current or former employee of the Legislature, who resigned or was released from service, and with two or more years consecutive years as defined in Government Code Section 18990; or

- be a current or former non-elected exempt employee of the Executive Branch of government who resigned or was released from service, and with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992; or

- be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.
EXAMINATION INFORMATION

The SEA Program provides for position specific examination and selection of the most qualified candidates. Applicants who meet the minimum qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or a Qualifications Appraisal Panel interview may be used to rate candidates. Candidates will be competitively ranked according to their qualifications using predetermined evaluation criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification.

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The results of this examination will be used only to fill the position of Driver Safety Manager III, position number 446-8722-001, with the Department of Motor Vehicles and may be used to fill subsequent vacancies for this position for a period of up to 12 months. Standard State Applications (STD. 678) and Statement of Qualifications will be retained for 12 months. The department may elect to consider new applicants in addition to those previously screened.

Questions regarding the position should be directed to Cheri Daniels at (916) 657-8327. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 403-8335.

FILING INSTRUCTIONS

Interested applicants must submit both items 1 and 2 below by the final filing date. Applicants who fail to submit both items by the final filing date will be disqualified from the examination.

1. A completed Standard State Application (STD. 678), which must include all job titles, employment dates, and experience.

2. A Statement of Qualifications:
   - Is a narrative discussion of how your education, training, experience, knowledge, skills, and abilities meet the POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA for the position.
   - Must include specific examples addressing each of the POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA. Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.
   - Is your written presentation to the examination panel.
   - Serves as documentation of your ability to present information clearly and concisely in writing.
   - Must be typed with font no smaller than Arial 10 point.
   - Must be no more than two pages in length (one 8 ½” x 11” sheet with print on front and back is considered two pages).
   - Must be clearly titled “Statement of Qualifications” at the top of page one.

Resumes do not take the place of the Statement of Qualifications.
Interested applicants must submit both items 1 and 2 below by the final filing date. Applicants Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application (STD. 678).

The Standard State Application (STD. 678) and Statement of Qualifications must be submitted by the final filing date:

**Postmarked by mail to:**
Department of Motor Vehicles
Attn: Alice Schneider
Position # 446-8722-001
Selection and Certification Unit
P.O. Box 932315, MS E678
Sacramento, CA 94232-3150

**OR**

*In person by 5 p.m. to:*
Department of Motor Vehicles
Attn: Alice Schneider
Position # 446-8722-001
“Selection & Certification Unit Drop Box”
2415 1st Avenue, 1st Floor Lobby
Sacramento, CA 95818

*Standard State Applications (STD. 678) and Statement of Qualifications submitted in person must be placed in the “Selection & Certification Unit Drop Box” by 5 p.m. on the final filing date. Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.*

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application (STD. 678). You will be contacted to make specific arrangements.

**CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprint and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates 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.

California Relay Telephone Service for the deaf or hearing impaired: from TDD phones (800) 735-2929; from voice phones (800) 735-2922.