SENIOR MOTOR VEHICLE TECHNICIAN
Exam Code: 9MV05

Department: Department of Motor Vehicles
Final Filing Date: June 6, 2019
Type of Recruitment: Departmental Promotional
Salary: MONTHLY-RANGED-SALARY - $3,587.00 - $4,492.00

Employment Type:
- Permanent Full-time
- Permanent Part-time
- Permanent Intermittent
- Limited Term Full-time
- Limited Term Part-Time
- Limited Term Intermittent

Exam Type: State-wide

If you are currently on the Senior Motor Vehicle Technician eligible list, your eligibility will be abolished once the new eligible list is established. You must apply for this examination administration and pass the examination to gain eligibility on the new Senior Motor Vehicle Technician eligible list.

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?

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

1. must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date; or
2. be a current or former employee of the Legislature, who resigned or was released from service, and with two or more consecutive years as defined in Government Code Section 18990; or
3. 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
WHO SHOULD APPLY? - CONTINUED

4. 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.

Persons applying using Veterans experience must submit a copy of their DD214 with their Standard State Application (STD. 678).

FILING INSTRUCTIONS

Standard State Applications (STD. 678) must be marked “Senior Motor Vehicle Technician” and submitted by the final filing date using one of the two options below:

Postmarked by mail to:  
Department of Motor Vehicles  
Selection and Certification Unit  
Senior Motor Vehicle Technician  
P.O. Box 932315, MS E678  
Sacramento, CA 94232-3150

OR  
*In person by 5 p.m. to:  
Department of Motor Vehicles  
Human Resources Branch  
“Selection & Certification Unit Drop Box”  
2415 1st Avenue, 1st Floor Lobby  
Sacramento, CA 95818

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

Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes provided by the United States Postal Service (USPS) are not considered “postmarks” for the purposes of determining timely submission of an application.

Standard State Applications (STD. 678) may be downloaded at the California Department of Human Resources’ CalCareers website at www.calcareers.ca.gov. All applications/resumes must include “to” and “from” employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

PLEASE PROVIDE AN ACTIVE EMAIL ADDRESS ON THE STANDARD STATE APPLICATION (STD. 678), AS YOU MAY RECEIVE IMPORTANT EXAMINATION INFORMATION ELECTRONICALLY.

SPECIAL TESTING ARRANGEMENTS

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

DEFINITION

“Performing duties equivalent in level of responsibility...” 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.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

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” or “II”. 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

Experience: In the California state service, 12 months of experience performing duties equivalent in level of responsibility to the classes of Motor Vehicle Representative, Range C (formerly Motor Vehicle Field Representative, Range C and Motor Vehicle Technician, Range B); Control Cashier I; or Motor Vehicle Program Supervisor I. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.)

OR II

Experience: Three years of experience in a governmental or private agency performing duties of a public contact nature which provides familiarity with the regulations and policies of the State of California governing the licensing of drivers and registration of vehicles and vessels. (Experience in the California state service applied toward this requirement must include at least six months in a class with a level of responsibility equivalent to that of a Motor Vehicle Representative, Range C [formerly Motor Vehicle Field Representative, Range C and Motor Vehicle Technician, Range B]; Control Cashier I; or Motor Vehicle Program Supervisor I.) (Academic education above the 12th grade may be substituted for up to two years of the required experience on the basis of one year of general education or education of a business or commercial nature 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 they can be considered for appointment.)

Education: Either equivalent of completion of the 12th grade or completion of a business school program, such as those offered through the Manpower Development and Training Act.

POSITION DESCRIPTION

In the field, incumbents assist field office managers by providing lead direction and guidance to Motor Vehicle Representatives; act as an expert resource on registration and driver licensing matters; act as relief control cashier; perform the most difficult transactions; interpret, apply, and explain provisions of the California Vehicle Code and other laws, administrative regulations, policies, and procedures pertaining to the registration and ownership of motor vehicles, licensing of drivers, licensing of dealers, dismantlers, manufacturers, and perform post-licensing services; determine whether vehicles must be licensed; furnish the public with and explain the use of forms and applications for registration transactions; inspect documents for authenticity, signatures, and completeness of information; inspect vehicles for the purpose of properly identifying and describing the vehicle for ownership and registration certificates; ascertain whether applicants are legal residents of California; ascertain whether nonresident vehicles must be registered; using computer terminals, determine and assess various vehicle license, registration, and other fees and penalties required by the California Vehicle Code; issue license plates or tabs; provide driver license applicants with the necessary forms and study materials; type and assist applicants in completing the driver license application and other documents; give and correct written examinations; administer vision tests; take photographs of applicants; take fingerprints as necessary; collect the proper amount of fees and issue receipts; post transactions to daily reports; account for cash, checks, applications, and accountable items; audit the work of counter cashiers; prepare daily reports and bank deposits for the office; and assist as necessary with correspondence and other items.
POSITION DESCRIPTION - CONTINUED

In headquarters, incumbents assist managers by providing lead direction and guidance to Motor Vehicle Representatives, Motor Vehicle Assistants, and clerical and related staff; act as expert resources to staff in the most complex subject-matter areas; make vehicle registration determinations with regard to the involuntary transfer of vehicle registrations; make recommendations on the revocation or suspension of occupational licenses based on violations of law; interpret, apply, and explain the more complex provisions of the California Vehicle Code and other laws; perform the most difficult technical work, administrative regulations, policies, and procedures pertaining to the operating authority, registration and ownership of motor vehicles, licensing of drivers, and licensing of dealers, dismantlers, and manufacturers; respond to requests for information from and attempt to solve problems posed by the public, law enforcement, and other governmental agencies by phone, through correspondence, and in person; review and analyze driver records, accident reports, court and other documents, and act to initiate, modify, or remove actions against an individual's driver license; review and analyze driver records to initiate corrections to the automated driver license records; may operate teletype machines, key send and receive machines, video terminals, and other input/output devices related to the automated registration, licensing, and court record systems; and perform other related technical duties.

Positions exist throughout the State.

EXAMINATION INFORMATION

This examination will consist solely of an Experience Questionnaire, weighted 100%. Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.

The Experience Questionnaire will be available in August/September 2019 to those candidates who meet the requirements for admittance to the examination, as stated on this examination bulletin.

NOTE: Provide an active personal email address on the Standard State Application (STD. 678), as you may receive important examination information electronically.

SCOPE OF EXAMINATION

EXPERIENCE QUESTIONNAIRE - WEIGHTED 100%

The Experience Questionnaire will consist of statements designed measure how your work experience whether paid or volunteer has provided you the essential knowledge, skills, and abilities listed below.

KNOWLEDGE AND ABILITIES

A. Knowledge of:
   1. Sections of the California Vehicle Code and other laws and regulations of the Department of Motor Vehicles relating to the licensing of drivers and the removal of modifications of driver licenses.
   2. The registration of vehicles and vessels.
   3. Regulations related to operating authority.
   4. The licensing and enforcement of laws, rules, and regulations related to vehicle dealers, manufacturers, and dismantlers.
   5. The purposes, organization, and activities of the Department of Motor Vehicles.
   6. Modern office methods, equipment, and procedures including the use of computer terminals.
   7. Receiving, disbursing, and receipting for money.
KNOWLEDGE AND ABILITIES - CONTINUED

B. Ability to:
   1. Perform more complex technical work.
   2. Follow directions.
   3. Evaluate situations accurately and take effective action.
   4. Interpret and apply laws, rules, regulations, procedures, and policies.
   5. Make arithmetic calculations with speed and accuracy.
   6. Read and write English at a level required for successful job performance.
   7. Meet and deal tactfully with the public, coworkers, and/or clients either face-to-face or by telephone.
   8. Work with minimal direction.
   9. Provide leadership, guidance, and advice to other workers.

SPECIAL PERSONAL CHARACTERISTICS

Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency, and effectiveness; ability to type at a minimum of 23 words per minute.

VETERANS’ PREFERENCE

Veterans’ Preference will not be granted for this examination, because it does not meet the requirements to qualify for Veterans’ Preference.

CAREER CREDITS

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

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification: http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.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 days prior to the written test date if they have not received their 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 they have not received their notice.

If a candidate’s notice of oral interview or Performance Test fails to reach them three days prior to their scheduled appointment due to a verified postal error, they 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 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. 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.

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.

If 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, or at www.calcareers.ca.gov.

If High School Equivalence is required: 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 candidate 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.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

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