DEPARTMENTAL PROMOTIONAL EXAMINATION

For
DEPUTY CHIEF, INVESTIGATIONS AND ENFORCEMENT,
DEPARTMENT OF CONSUMER AFFAIRS

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 Deputy Chief, Investigations and Enforcement, Department of Consumer Affairs, level and those eligible for lateral transfers are encouraged to apply.

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

DIVISION: Investigations

UNIT: Investigations Branch - Region I

POSITION TITLE: Deputy Chief

LOCATION: Sacramento

SALARY: $8355 - $9950

FINAL FILING DATE: October 9, 2019

This position may be subject to Department of Finance approval.

RESPONSIBILITIES

Pursuant to and under authorization of California Vehicle Code Section 1655 and Penal Code Section 830.3, and under the general direction of the Chief (Deputy Director), Investigations (INV) Division, the Deputy Chief has direct responsibility for the day-to-day operation of the Division’s investigative efforts.
DUTIES

- Directs subordinate sworn Area Commanders (Supervising Investigator IIs) in planning, organizing, directing, controlling, and evaluating all investigative efforts under their geographic area of responsibility.

- Evaluates performance of staff, and takes or recommends appropriate action.

- Develops and implements staffing plans for the field investigations program to achieve optimum resource utilization, and attainment of the Department of Motor Vehicles’ (DMV) Strategic Plan and the INV Division’s objectives.

- Assists in formulating the Branch budget and makes recommendations to the Chief.

- Directs the INV Division’s Area Commanders in the administration of budget, equipment, facilities, geographic staffing, and planning to meet operating requirements, and implements training and personnel programs in the INV Division.

- Assists in gathering information and statistics for fiscal and budgetary control.

- Advises and assists the Chief in the development and maintenance of Division policies and procedures related to investigations and compliance.

- Assists the Chief in the maintenance of departmental policies and procedures.

- Confers with attorneys and administrators on problems requiring policy decisions and legal opinions.

- Establishes procedures to maintain uniform application and interpretation of the laws, rules, and regulations of the DMV.

- Establishes uniform standards for statewide consistency in investigations and inspections, including techniques, procedures, and controls.

- Represents the Chief at formal and informal hearings and public meetings.

- Represents the INV Division at conferences, meetings, seminars, and panel discussions.

- Develops and maintains cooperative working relationships with the Legislature, and governmental and law enforcement agencies.

- Coordinates investigative and inspection programs with executive management and organizations affected by the laws administered by the DMV.

- Acts for the Chief in their absence.

- Performs other job-related duties as required.
MINIMUM QUALIFICATIONS

Certificate: Possession of an Advanced Certificate issued by the Commission on Peace Officer Standards and Training.

Either I

In the California State service either:

1. One year of experience performing the duties of a Supervising Investigator II, Department of Consumer Affairs. or

2. Two years of experience performing the duties of a Supervising Investigator I, Department of Consumer Affairs. or

3. Two years of experience performing the duties of a Supervising Investigator II, Department of Motor Vehicles (formerly known as Supervising Special Investigator II). or

4. Three years of experience performing the duties of a Supervising Investigator I, Department of Motor Vehicles (formerly known as Supervising Special Investigator I). or

5. Three years of increasingly responsible experience in the Department of Consumer Affairs or its regulatory agencies in an investigative or related law enforcement program performing executive, administrative or supervisory duties involving policy recommendations, preparation of administrative reports, and public relations in a class with a salary range not less than Supervising Investigator II, Department of Motor Vehicles (formerly known as Supervising Special Investigator II).

Or II

Experience: Five years of increasingly responsible administrative or supervisory experience in an investigative or related law enforcement program of a governmental regulatory agency with duties involving policy recommendations, preparation of administrative reports, and public relations. (Experience in California state service applied toward this requirement must include three years performing the duties in a class comparable to Supervising Investigator I, Department of Motor Vehicles [formerly known as Supervising Special Investigator I]. and

Education: Equivalent to graduation from college with a major in criminal justice administration, public administration, or related subject. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)
KNOWLEDGE AND ABILITIES

Knowledge of: Investigative procedures and techniques, rules of evidence, court and administrative hearing procedures, and directing the work of others in investigatory work; public administration principles and practices, including organization, personnel management and training, and problems involved in operating a large governmental organization; activities, organization and purposes of the Department of Consumer Affairs and its administrative and operational units; provisions of the Business and Professions Code pertaining to discipline of licenses and agencies within the Department of Consumer Affairs, the Consumer Affairs Act current avenues of consumer redress, methods of operation in law enforcement agencies in California and police communication systems; and the Department’s Equal Employment Opportunities Program objectives; and a supervisor’s role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

Ability to: Plan, organize, and direct the work of others; secure the cooperation of individuals, organizations, and agencies affected by provisions of law administered by the Department; analyze situations and data accurately and take effective action; coordinate investigation and consumer protection work with related Federal, State and local agencies, and establish and maintain cooperative relations with those agencies, consumer, industry and professional groups, and public relations media; communicate effectively; and effectively contribute to the Department’s equal employment opportunity objectives.

FELONY DISQUALIFICATION

Existing law provides that persons convicted of a felony are disqualified from employment as peace officers. Such persons are not eligible to compete for, or be appointed to, positions in this class.

CITIZENSHIP REQUIREMENT

Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must either be a citizen of the United States or a permanent resident alien who is eligible for and has applied for citizenship.
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 demonstrated ability to establish and implement investigative procedures and techniques, rules of evidence, and legal and administrative procedures.

2. Describe your knowledge of and experience with the State budget planning and process, and the administration of a departmental budget.

3. Describe your knowledge of organization principles and practices as they relate to investigation and consumer protection work with other agencies.

4. Describe your knowledge of and experience in personnel management, including progressive discipline, training, planning, organizing, and directing the work of others in investigatory work; and your knowledge of and experience with labor contracts and any associated policy and procedures.

5. Describe your knowledge of the DMV’s Strategic Plan.

6. Describe your demonstrated ability to establish communication and maintain cooperative relations with other agencies, consumers, industries, professional groups, and the media.

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.
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 position 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 Deputy Chief, Investigations and Enforcement, Department of Consumer Affairs, position number 348-8483-002, 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. Examination/Employment 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 Tom Wilson at (916) 657-8377. Questions concerning the examination process should be directed to Kristina Puchalski, Selection Analyst at (916) 403-8342.

Interested applicants must follow the filing instructions below. Applicants who fail to follow the filing instructions or fail to submit all items by the final filing date will be disqualified from this examination.

1. Complete an Examination/Employment Application (STD. 678).

   The STD. 678 is available through your CalCareer Account at www.calkareers.ca.gov.

   Veterans applying under Government Code Section 18991 must submit a copy of their DD214 with their STD. 678.

   The STD. 678:

   - Must indicate the Position Title identified on page 1 of this examination bulletin in the “EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING” box.

   - Must include all title/job classifications, employment dates, and duties performed.

   - Must have an original signature and date; STD. 678s submitted electronically using a CalCareer Account are considered signed and dated.
2. Complete a Statement of Qualifications.

A Statement of Qualifications contains your narrative explanations of how your education, training, experience, knowledge, skills, and abilities meet the POSITION SPECIFIC QUALIFICATIONS for this position. It is also your written presentation to the examination panel and serves as documentation of your ability to present information clearly and concisely in writing.

Cover pages, cover letters, and resumes do not take the place of the Statement of Qualifications.

The Statement of Qualifications:

- **Must** include specific examples addressing each of the POSITION SPECIFIC QUALIFICATIONS. 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.
- **Must** be typed with font no smaller than Arial 10 point.
- **Must** be no more than two (2) pages in length (*one 8 1/2” x 11” sheet with print on front and back is considered two [2] pages*).
- **Must** be clearly titled “Statement of Qualifications” at the top of the first page.

3. Submit the completed STD. 678 and Statement of Qualifications by the final filing date using one (1) of the three (3) options below.

- **Electronic (Using Your CalCareer Account)**
  
  Click on the “Apply Now” button on the job posting at [www.calemployment.ca.gov](http://www.calemployment.ca.gov), follow the prompts, and print a receipt as proof of submission. **Email or fax will not be accepted**.

- **By Mail**
  
  **Must** be postmarked by the final filing date. Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purposes of determining timely filing. Interoffice mail received after the final filing date will **not** be accepted. **Address for mailing:**

  Department of Motor Vehicles  
  Attn: Kristina Puchalski **#348-8483-002**  
  Selection and Certification Unit  
  P.O. Box 932315, MS E678  
  Sacramento, CA 94232-3150

- **Drop-Off**
  
  **Must** be placed in the “Selection & Certification Unit Drop Box” by 5 p.m. on the final filing date. **Address for drop-off:**

  Department of Motor Vehicles  
  Attn: Kristina Puchalski **#348-8483-002**  
  “Selection & Certification Unit Drop Box”  
  2415 1st Avenue, 1st Floor Lobby  
  Sacramento, CA 95818
SPECIAL TESTING

If you have a disability and need special testing arrangements, complete and submit an Accommodation Request (STD. 679) form along with your Examination/Employment Application (STD. 678) to the above address. You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this examination bulletin, you may take this examination, which is competitive. Possession of the minimum qualifications does not assure a place on the eligible list.

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 competitors 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 classification. 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.

Criminal Record Clearance: Some positions within 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.

Classification Specifications are located at:
http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx