



## Motor Vehicle Field Representative

### Recruitment #103899-00101897-0PB35

<b>Department(s):</b>	Department of Motor Vehicles
<b>Opening Date:</b>	5/9/2011 3:15:00 PM
<b>Closing Date:</b>	Continuous
<b>Cut-off Date:</b>	5/20/2011
<b>Type of Recruitment:</b>	Departmental Open
<b>Salary:</b>	MONTHLY-RANGED-SALARY - \$2,280.00 to \$3,209.00
<b>Employment Type:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	State-wide

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#### INTRODUCTION

**The Motor Vehicle Field Representative examination will only by administered at the following locations:**

**Carmichael  
Concord  
Fairfield  
Folsom  
Modesto  
Sacramento  
Stockton  
Vallejo**

#### EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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 below may apply for this examination at any time. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on the examination announcement.

## FILING INSTRUCTIONS

**Final Filing Date:** Continuous

**The examination is considered continuous as examination dates may be disseminated at any time. Candidates must complete the application process and 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 examination; however, space is limited and will be available on a first come basis. Once test sites are "full" applicants will not be able to apply until additional test dates posted. DO NOT SUBMIT A STANDARD STATE APPLICATION (STD 678) TO THE DEPARTMENT OF MOTOR VEHICLES OR STATE PERSONNEL BOARD. THE APPLICATION FOR THE MOTOR VEHICLE FIELD REPRESENTATIVE EXAMINATION IS COMPLETED DURING THE ONLINE INTERNET APPLICATION PROCESS.**

**Where to Apply:** Click on the "Apply Online" button at the bottom of this bulletin.

## SPECIAL TESTING ARRANGEMENTS

If you are disabled 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

Applicants must bring photo identification or two forms of signed identification to the written examination.

## ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores regardless of date. Eligibility expires 36 months after it is established. A candidate may be tested only once during any 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 announcement. Applicants must also bring photo identification or two forms of signed identification to the written examination.

## MINIMUM QUALIFICATIONS

### EITHER I

In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant (General), (Typing).

### OR II

**Experience:** One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. (Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience; or (b) one year of 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.)

**And**

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

All applicants must meet the Minimum Qualifications on the date of submission of their application for examination. Qualifying experience may be combined on a proportionate basis to meet 100% of the minimum qualifications stated below.

## **POSITION DESCRIPTION**

Under direction, provides service to the public in the issuance of drivers licenses, vehicle registrations and occupational licenses; interprets the provision of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issue driver licenses and vehicle and vessel registrations, using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working extended hours on Saturdays.

**Positions exist throughout the State.**

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.

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:**

1. Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.
2. Proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or written materials (e.g. Statement of Fact) are complete, succinct, and free of writing errors.

**Skill to**

1. Interact effectively with co-workers, supervisors, other departmental employees and staff from other agencies to complete licensing and registration transactions.
2. Evaluate situations accurately to take effective action at the appropriate time.
3. Read and understand detailed written information pertaining to the

licensing and registration of motor vehicles (e.g. vehicle titles, manuals, memos, containing law changes, court documents, accident reports, vision reports, medical reports, driving records).

4. Apply policies and procedures regarding licensing and registration processes.

5. Adhere to office policies and procedures.

6. Calculate basic mathematics (i.e. addition, subtraction, multiplication, and division, decimals, percentages) to determine transaction fees, ensure that appropriate fee amounts have been received, make correct change when receiving payment in cash, determine driver points counts, balance cash drawer, tally travel mileage, and tally timesheet hours.

7. Count money, including bills and coins, to make appropriate change for collected fees, balance a cash drawer, and determine the amount of money in a bank deposit.

8. Perform cashiering transactions involving the collection and disbursement of money, as well as the issuance of receipts for such transactions.

9. Read and understand the English language to respond to letters from customers, utilize reference manuals (e.g. Vehicle Code Book, Registration manual, Driver's Licensing Manual, Polk's Manuals), and ensure legibility of documents.

#### **Ability to:**

1. Work as a team environment for the completion of licensing and registration.

#### **VETERANS PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

#### **CAREER CREDITS**

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

#### **DISTINGUISHING CHARACTERISTICS**

##### **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 communicate effectively in English.

#### **CONTACT INFORMATION**

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

## SPECIAL REQUIREMENTS

Hand-held calculators will be permitted; however, they will not be provided by the Department. Note: Cell phones, Palm Pilots and other electronic devices may not be used as a calculator during the examination.

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and 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 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:** 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, 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.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for and have requested these points by mail. **Veterans' Preference Points are** granted as follows: 10 points for veterans, widows, and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Employees who have achieved

permanent State civil service status are not eligible to receive Veterans' Preference Points. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (STD. Form 1093) which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814 and the Department of Veterans Affairs.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

**Click on a link below to apply for this position:**

<a href="#"><u>Fill out the Application NOW using the Internet.</u></a>	
<a href="#"><u>Print Personal Preferences Form.</u></a>	If you did NOT apply online and need to update your location preferences, time-base/ tenure and other preferences, you can print a customized pdf version of the <a href="#"><u>Personal Preference Form</u></a> . If you did apply online, you can easily update your preferences from your personal status board for each recruitment by logging in to your <a href="#"><u>Personal Status Board</u></a> .
<a href="#"><u>View and print the official application form as an Acrobat pdf file.</u></a>	A State of California application form is required for this recruitment. You may print this Acrobat PDF document and then fill it in.
Contact us via conventional means.	You may contact us by phone at (866) 844-8671, or e-mail at <a href="mailto:JobExamCerts@spb.ca.gov"><u>JobExamCerts@spb.ca.gov</u></a> , or apply for a job in person at the California State Personnel Board.

You will need Acrobat Reader to download a .pdf file. If you don't have it and want to download the paper application and, if required, supplemental form, click

here first. 