

Class Concept:

Driver License Examiners test and evaluate applicants for motor vehicle driver licenses or identification cards. Work includes determining the type of license or identification card to issue to applicants based on the authenticity and type of residency documentation presented by applicants. Work also includes administering the required tests for the type of license being sought by the applicant, and determining the competence of the applicant to operate a motor vehicle on the public streets and highways. Employees perform all necessary tasks associated with the issuance of licenses to approved applicants such as: verifying identity and eligibility of applicant for licensure, collecting required fees and preparing receipts, securing digitized facial images for inclusion in state/national databases, and preparing Temporary Driving Certificates (TDC). In addition, employees question and enroll applicants in adjunct service programs (such as the organ donor program and voter registration) as well as capture court-ordered information including but not limited to information related to child support violations and the sex offender registry). In addition to the work that is performed at the Driver License Examiner I level, the Examiner II performs one or more of the following advanced level duties: 1) Provides temporary or interim supervision and office management duties for Driver License Offices in the absence of the Driver License Supervisor. 2) Under the direction of the DMV Staff Development Director, serves as an adjunct instructor providing instruction in the technical specialty area(s) for one or more modules in the basic Driver License Examiner School. 3) Mentor (advise, counsel, teach, and guide) new Examiners. Assist the Driver License Supervisor with administering the Pre-Requisite Plan (PRP) to new Examiners. 4) Utilizes expert knowledge of laws, rules, regulations, and policy to develop and write standard operating procedure for the statewide driver licensing program. 5) Provide technical advice and guidance in the area(s) of expertise to Examining personnel within the same office and other offices within the assigned district. 6) Prepares and makes presentations to community and other organizations regarding driver licensing requirements and related laws. 7) Assists in development and implementation of new initiatives by providing expertise in the technical specialty area(s) and participation on special project teams. 8) Works independently outside of a driver license office providing services utilizing a DMV mobile unit (SUV - CAMS or vehicle requiring a CDL). 9) Specializes in Commercial Driver License (CDL) skills testing and issuance of CDLs at a DMV Commercial Driver License testing site.

Recruitment Standards

Knowledge, Skills, and Abilities:

- Considerable knowledge of motor vehicle operators licensing requirements and procedures, North Carolina motor vehicle driving laws, and State and federal mandates/standards for issuing driver licenses and identification cards.
- Considerable knowledge of the minimum and acceptable document requirements for licenses and identification cards.
- Ability to maintain sufficient and acceptable security clearances.
- Considerable skill in retrieving and entering data within a computerized database or system.
- Comprehensive skill and knowledge of the methods used in receiving, accounting and disbursing payments, including knowledge of banking processes.
- Proficiency in Microsoft applications or mainframe databases.
- Substantial experience examining and evaluating information or documents and making determinations based on analysis.
- Substantial experience completing and maintaining records and reports, including financial reporting associated with the collection and disbursement of monies.
- Considerable experience explaining policy, procedure and laws to a diverse clientele.
- Substantial knowledge of driver licensing laws, rules, regulations and policies.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Minimum Education and Experience:

Graduation from high school and the demonstrated possession of knowledge, skills, and abilities gained through at least two years of clerical, administrative, or paraprofessional experience involving the resolution of varied public contact situations which include interviewing and/or explaining information in considerable detail, and one year as a Driver License Examiner; or an equivalent combination of education and experience.

Necessary Special Qualification:

Possession of a valid North Carolina driver license. Must have a valid N.C. Driver License with no suspensions or revocations within the past 10 years in any state for any motor vehicle related offense and no more than 5 active points. This position is considered "covered" under the REAL ID Act. Therefore, pursuant to 6 CFR, 37.45, the selected candidate will be required to undergo a background check which includes a name-based and fingerprint based criminal history record check. The candidate that is selected for the position will be given a conditional offer of employment that would allow him or her to begin work subject to the results of the background check. Prior to beginning employment, the selected candidate will be required to submit to a name-based and fingerprint-based criminal history record check. A cost will be associated with this process for new employees. No cost is associated with this process for existing DMV employees.