

Class Concept:

Work in this class involves testing and evaluation of 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).

Recruitment Standards:

Knowledge, Skills, and Abilities:

- Demonstrated ability explaining policy, procedure and/or laws; proficiency with Microsoft applications or mainframe databases and skill in retrieving and entering data within a computerized database or system.
- Working knowledge of evaluation of information or documents and making determinations based on that evaluation.
- Experience completing and/or maintaining records and reports.
- Experience with collection and disbursement of cash, including knowledge of banking processes.
- Ability to maintain sufficient and acceptable security clearances.
- Ability to give clear testing instructions to applicants and to exercise discretion, diplomacy, and tact in the performance of tasks.
- Ability to render courteous and professional services to persons of all socio-economic levels and ethnic backgrounds.
- Ability to gather and summarize data for reports.
- Must be able to administer the N.C. Commercial Driver License (CDL) skills test.
- Based on location, may be required to operate a mobile unit.

Minimum Education and Experience:

Graduation from high school and the demonstrated possession of knowledges, 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 of considerable detail; or an equivalent combination of training 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.

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