

Class Concept:

Work in this class involves full range of office management duties, supervision of Driver License Examiners in testing and evaluation of applicants for North Carolina Motor Vehicle driver licenses or identification cards. Work involves the responsibility for the function and operation of a driver license examining station and/or the function and operation of examining stations within a twenty-five to thirty-five mile radius of his or her assigned station. Work includes maintaining satisfactory customer service levels and office efficiencies, and troubleshooting problem situations including decisions to reject or deny the issuance of a driver license or I.D. card due to questionable residency documentation or the incompetence of an applicant to operate a motor vehicle. Work includes personnel management responsibilities such as approval of leave requests within parameters, performance review recommendations, assistance with on-the-job and remedial training, and recommending salary and disciplinary actions. Employees are responsible for the safe keeping of all examining paraphernalia assigned to the area and therefore, are responsible for facility security. Work also includes facility management responsibilities such as coordinating building and grounds maintenance, parking, equipment and supplies.

Recruitment StandardsKnowledge, 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 verify and substantiate the evidence of an applicant's lawful residency status.
- Ability to maintain sufficient and acceptable security clearances.
- Some knowledge of personnel policy, rules and regulations.
- 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.
- Sufficient skill in the use and operation of the vision testing equipment, and digital imaging camera and software.
- Ability to give clear testing instructions to applicants and to exercise discretion, diplomacy, and tact in the performance of tasks.
- Ability to establish and maintain effective and harmonious working relationships with subordinate, peer, and supervisory personnel.
- Ability to communicate effectively with fellow employees, the user public, community leaders, the business community, and the news media.
 - Ability to exercise discretion, diplomacy, tact, and good judgment in the performance of duties.
- 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.

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 two years as a Driver License Examiner; or an equivalent combination of education and experience.

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

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.