



## MOTOR VEHICLE REPRESENTATIVE

Agency Code: 3899 - Class Code: 1897 - Exam Code: 0PB35

Department:	Department of Motor Vehicles
Opening Date:	6/2/2011 2:33:00 PM
Final Filing Date:	Continuous; self-schedule dates are set periodically.
Type of Recruitment:	Departmental Open
Salary:	Monthly Ranged Salary \$2,773.00 - \$4,019.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Statewide

### INTRODUCTION

When applying for this examination, we encourage you to select all Employment Types (tenure and time base) listed above to be considered for the maximum number of vacancies.

Effective September 5, 2013, the Motor Vehicle Field Representative was renamed to Motor Vehicle Representative.

The Internet Self-Scheduling System for the **September 22, 2018**, Motor Vehicle Representative examination will open on:

Self-Scheduling Opening Dates/Times	Written Test Date/Times	Locations
<b>August 29, 2018, at 10:00 a.m.</b>	September 22, 2018 8:30 a.m. and 1:30 p.m.	<b>Northern California:</b> Capitola, Corte Madera, Gilroy, King City, Los Gatos, Oakland, Petaluma, Sacramento, San Jose, San Mateo, Seaside, Watsonville, and Ukiah
<b>August 30, 2018, at 10:00 a.m. for the morning exam</b>  <b>August 30, 2018, at 2:00 p.m. for the afternoon exam</b>	September 22, 2018 8:30 a.m. and 1:30 p.m.	<b>Southern California:</b> El Cajon, Glendale, Indio, Laguna Hills, Newhall, Oceanside, Oxnard, Pomona, Redlands, Riverside, San Clemente, San Diego, Santa Barbara, Santa Paula, Simi Valley, Twentynine Palms, Ventura, West Hills, West Hollywood, Westminster, Whittier, and Winnetka
<b>August 31, 2018, at 10:00 a.m.</b>	September 22, 2018 8:30 a.m. and 1:30 p.m.	<b>Central California:</b> Bakersfield, Fresno, Lompoc, Paso Robles, and Santa Maria

## EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and 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 under "REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION" section on this examination bulletin may apply. All applicants **must** meet the education and/or experience requirements as stated on this examination bulletin as of the date the written test is taken.

**Once you have taken the examination, you may not reapply for twelve (12) months.**

## FILING INSTRUCTIONS

Click on the Motor Vehicle Representative examination link at the bottom of the examination bulletin to self-schedule for the examination. **If you have never applied for an examination online, please refer to our instructions on [How to Search and Apply for Examinations on www.calcareers.ca.gov](http://www.calcareers.ca.gov).**

The examination is considered continuous as examination dates may be disseminated at any time. Candidates must 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 written test; however, space is limited and will be available on a first-come, first-served basis. Please note that minimum qualifications will be verified by the Selection and Certification Unit prior to a job offer.

Self-scheduling will conclude once all seats are filled; applicants will not be able to apply until additional examination dates are posted. Examinations will be given on various dates and locations throughout the State. These dates and locations will be posted online as needed.

## FILING INSTRUCTIONS (CONTINUED)

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**Do not submit a Standard State Application (STD. 678) to the Department of Motor Vehicles or California Department of Human Resources. The application for the Motor Vehicle Representative examination is completed within the Internet Self-Scheduling System.**

## SPECIAL TESTING ARRANGEMENTS

If you have a disability 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

You **must** bring a copy of the Notice to Appear letter and a photo identification (or two forms of signed identification) with you to the written test site.

The name on your identification document(s) must exactly match the name on the **Notice To Appear** letter to be accepted into the written examination. Any discrepancy may prohibit you from being accepted into the written examination. Applicants must present either a valid Government-issued, photo identification document (i.e., California Identification Card or Driver License; Passport; Military; Green Card; etc.) or two forms of signed identification documents (i.e., Social Security Card; temporary California Driver License; marriage certificate; etc.) at check-in.

## ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores regardless of the written test date. **Eligibility expires forty-eight (48) months after it is established.** A candidate may be tested only once during any twelve (12) month period.

**IMPORTANT: Please be advised that your results from this examination may only be valid for a limited period.** The Department of Motor Vehicles may release a new Motor Vehicle Representative (MVR) examination in 2019. Should this occur, the current MVR employment list will be abolished. Therefore, even though you take and pass the examination now and gain list eligibility, you will only retain that eligibility until a new MVR examination is given.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

Pursuant to California Government Code Section 1040, fingerprint/criminal record clearance is required for these positions and to be eligible for appointment.

### EITHER I

One year of experience in the California state service performing clerical duties at a level of responsibility equivalent to an Office Assistant (General).

### OR II

Experience: One year of experience performing clerical, cashiering, sales clerk, or customer service work. (Academic education above the twelfth grade may be substituted on the basis of one year of general education 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 being eligible for appointment.) **and**

Education: Equivalent to completion of the twelfth grade.

## SPECIAL PERSONAL CHARACTERISTICS

Well-developed interpersonal skills including sensitivity, patience, and flexibility in order to communicate with internal and external customers in a friendly, courteous, and efficient manner.

Incumbents are expected to be dependable and punctual to provide quality customer service. Incumbents who have contact with internal and external customers are expected to present a business-like image.

## POSITION DESCRIPTION

Under direction, incumbents interpret, apply, and explain provisions of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering and titling of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, the performance of post licensing functions related to problematic drivers; and perform other related work. Incumbents typically work with customers in a fast-paced environment in departmental field and driver safety offices, call centers or headquarters' processing units and assist the public in the issuance of identification cards, driver and occupational licenses, motor carrier permits, and the registration and titling of vehicles.

Positions exist statewide.

## EXAMINATION INFORMATION

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.

**Written test will be conducted at various locations throughout the State.**

**Calculator Usage** – Basic hand-held calculators will be permitted; however, they will **not** be provided by the DMV. Scientific calculators, smart phones, cell phones, smart watches, smart glasses, tablets, and other electronic devices may **not** be used as a calculator during the written test.

## SCOPE OF EXAMINATION

### WRITTEN TEST - WEIGHTED 100%

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, the examination has been developed to measure relative to job demands, each competitor's knowledge, skills and abilities listed in the "KNOWLEDGE, SKILLS AND ABILITIES" section.

The written test for the Motor Vehicle Representative consists of the following four test sections:

Test Section	Subject
I	Cashiering and Monetary Transactions
II	Reading and Applying Written Material
III	Writing Skills
IV	Situational Workplace Scenarios

## KNOWLEDGE, SKILLS, AND ABILITIES

### A. Knowledge of:

1. Modern office methods and equipment.

### B. Ability to:

1. Read, write, and understand English at a level required for successful job performance.
2. Learn, apply, interpret, and explain provisions of governmental rules and department procedures and policy.
3. Follow oral and written directions.
4. Evaluate situations accurately and take effective action.
5. Interpret and apply rules and regulations to specific cases.
6. Perform cashiering work of average difficulty involved in receiving, disbursing, and receipting of monies.
7. Operate various electronic office equipment.
8. Input information accurately and efficiently into various databases.
9. Meet and deal tactfully with the public.

## VETERANS' PREFERENCE

Veterans' Preference will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.calcareers.ca.gov](http://www.calcareers.ca.gov) and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

## CAREER CREDITS

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

## CONTACT INFORMATION

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

Department of Motor Vehicles  
Selection and Certification Unit  
2415 1<sup>st</sup> Avenue, MS E678  
Sacramento, CA 95818  
Phone 916-657-7553 or TTY 1-800-735-2929

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification: <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at 916-657-7553 three days prior to the written test date if he/she has not received his/her notice.

**For an examination without a written feature**, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at 916-657-7553 three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Standard State Applications (STD. 678) are available** at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), local offices of the Employment Development Department, and the testing department on this examination bulletin.

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

performance in the examination described on this bulletin will be rated against predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

## GENERAL INFORMATION (CONTINUED)

**The Department of Motor Vehicles** reserves the right to revise the examination plan to better meet the needs of the State, 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, and 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:** Effective on January 1, 2014, Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California. Veterans' Preference will be awarded as follows starting January 1, 2014: (1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. (2) An entrance examination is defined under the law as any open competitive examination. (3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources. Directions to apply for Veterans' Preference are on the Veterans' Preference Application Form (SPB 1093), which is available at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), and at the Department of Veterans Affairs.

If you have never applied for an examination online, please refer to our instructions on [How to Search and Apply for Examinations on www.calcareers.ca.gov](#).

[Click here to go to the Internet Self-Scheduling System for the Motor Vehicle Representative examination.](#)