

TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Motor Vehicle Examiner

EXAM NO: 66292

SALARY: \$19.31 per hour - 2018 Hire Rate

EXAM DATE: 11/03/18

ISSUE DATE: 09/10/18

THE FINAL DATE TO FILE APPLICATIONS: 09/25/18

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 11/04/18

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND HELD CALCULATOR WILL BE ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITION-VACANCY

There is currently two vacancies in the title of Motor Vehicle Examiner located at the Tompkins County Clerk's Officer - Division of Motor Vehicles. The eligible list resulting from this open competitive examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two years of clerical experience involving direct contact with the public.

SPECIAL REQUIREMENTS:

In accordance with a directive of the United States Department of Homeland Security and the New York State Department of Motor Vehicles, employees involved in the manufacture or production of "Enhanced Driver's Licenses" and "Enhanced Identification Cards", or who have the ability to affect the identity information that appears on such driver's licenses or

identification cards are subject to the following;

- the candidate must be a citizen of the United States,
- must submit to a name and fingerprint based criminal background check,
- will be subject to a thorough employment history check,
- all references from prior employment will be validated, and
- the candidate is subject to all other appropriate employment eligibility verifications as required by Federal and State law.

DISTINGUISHING FEATURES OF THE CLASS:

This work requires a high level of customer service skill and involves extensive interaction with the public. The work is performed in accordance with state regulations and departmental policies. This position involves the responsibility of reviewing and processing a wide variety of transactions related to the licensure of drivers of motor vehicles and the registration of such vehicles. Responsibilities include the review of license and registration applications and supporting documents; the determination of eligibility for drives licenses and vehicle registrations the processing of license and registration documents either manually or through the use of a computer terminal; and the computation and collection of associated fees. Incumbents work under the indirect general supervision of the County Clerk and direct supervision of a Deputy County Clerk. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Reviews and processes applications for all types of licenses, permits and registrations;
- Checks supporting documents for proof of ownership, proof of age, residency, identity, address, insurance coverage, vehicle inspection, etc., for adequacy and completeness of information required;
- Enters data from original documents into computer, checks input for accuracy, and processes transactions;
- Determines type or cause of malfunction or rejection response by the computer and takes appropriate action;
- Computes, receives, and accounts for license and registration fees;
- Receives, counts, and stores license plates, tabs, forms, and other supplies;
- Calculates and collects sales tax payments and determines exemptions;
- Assists in the compilation of records, reports and receipts for submission to the State Motor Vehicle Bureau;
- Conducts vision, road sign, and written tests;
- Schedules appointment for road tests;
- Takes photos for licenses and non-driver identification cards;
- Assists applicants in the proper completion of forms and answers routine requests for information;
- May perform other clerical duties as required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of New York State laws, rules, and regulations governing the issuance of drivers licenses, identification cards, "Enhanced Drivers Licenses", "Enhanced Identification Cards", and vehicle registrations;
- Good knowledge of the forms and procedures used and documentation necessary for the issuance of drivers licenses, identification cards, "Enhanced Drivers Licenses", "Enhanced Identification Cards", and vehicle registrations;
- Good knowledge of the principles and practices of providing excellent customer service;
- Good knowledge of departmental terminology, procedures, and equipment;
- Working knowledge of business arithmetic and English;
- Excellent customer service skills;
- Skill in the operation of an alpha/numeric keyboard (speed is not of primary consideration);
- Ability to deal efficiently, effectively and courteously with the public;
- Ability to understand and interpret written information;
- Ability to make arithmetic computations accurately and rapidly;
- A friendly demeanor, courtesy, a desire to provide good customer service, initiative, resourcefulness, neatness, tact, and good judgment are all required;
- The employee's physical condition shall be commensurate with the demands of the position.

Originally created October of 1990

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Complete Scope of the examination and Expanded subtest descriptions:

1. Cashiering Principles and Practices

These questions are designed to test for an understanding of such things as proper cashiering practices; terminology; and cashiering issues pertaining to currency, checks and other negotiable instruments.

2. Name and number checking

These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

3. Public contact principles and practices

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

4. Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850