

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

## Inclusion Through Diversity



## PROMOTIONAL

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**

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**TITLE:** Senior Motor Vehicle Examiner (Promotional)

**EXAM NO:** 72945

**SALARY:** \$20.74 per hour - 2019 Hire Rate

**EXAM DATE:** 05/11/19

**ISSUE DATE:** 03/21/19

**THE FINAL DATE TO FILE APPLICATIONS:** 04/05/19

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 05/12/19

**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 IS RECOMMENDED FOR THIS EXAMINATION.**

### **LOCATION OF POSITIONS/VACANCIES:**

**There is currently one vacancy in the title of Senior Motor Vehicle Examiner located at the County Clerk's Office - Department of Motor Vehicles. The eligible list resulting from this departmental promotion examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.**

### **QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:**

Admission to this departmental promotion exam will be limited to current employees of the Tompkins County Clerk's Office, Motor Vehicle division who currently hold, and must have continuously held permanent competitive class status for at least 6 months in the title of Motor Vehicle Examiner.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This work requires a high level of customer service skill and involves extensive interaction with the public. The work involves responsibility for determining eligibility for driver licenses and vehicle registration, assisting the Deputy County Clerk in charge of Motor Vehicles in preparing financial reports and bank deposits and overseeing the work of Motor Vehicle staff in the absence of the Deputy County Clerk. The work is performed in accordance with State Vehicle and Traffic Laws and procedures. The work is distinguished from that of Motor Vehicle Examiner by the performance of lead worker duties in the absence of the Deputy County Clerk. The work is performed under the general direction of the County Clerk and the direct supervision of a Deputy

County Clerk. Moderate autonomy is required to carry out details of this work. Supervision of others is sporadic in nature in the absence of the Deputy County Clerk. Otherwise, it is not generally a function of this class. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Leads and participates in reviewing applications for learner's permit, licenses and registrations and checking supporting documents for adequacy and completeness;
- Processes transactions manually and/or electronically;
- Computes, collects and accounts for license and registration fees, making change as necessary;
- Acts as a cashier and transmits information using computer terminal;
- Conducts vision, road sign and written tests;
- Receives and sorts license plates and pre-numbered stickers and documents, checks invoices to verify accuracy of shipment, and enters data on inventory received into the computer;
- Provides information to public and assists in completing various forms and applications;
- Operates a variety of office equipment in performing work, such as computer, camera, calculator, and eye examination equipment;
- Trains new employees on work procedures, job functions and requirements of the unit;
- Relieves clerical staff of complex or difficult problems by independently handling and resolving such problems as required;
- Assists with the installation of new or modified policies and procedures;
- Assists with ordering motor vehicle forms and other supplies for the office;
- Assists in compiling and preparing reports of transactions, receipts and expenditures for submission to the State Motor Vehicle Department;
- Closes the office by locking up secured documents, license plates, cash drawers, file cabinets, work station and desk drawers, doors and the safe;
- Opens the office by unlocking doors, work stations and desk drawers and file cabinets, printing computer reports, opening the safe, backing up computerized reports on disk and tapes;
- Performs general clerical tasks as needed;
- Attend work related training seminars as required;
- Totals daily revenues, complete deposits slips, and deliver bank deposits to the County Clerk and/or bank as required;
- Supervises the Bureau in Deputy County Clerk's absence.

**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 procedures and equipment related to operation of a Motor Vehicle Bureau;
- Good knowledge of the principles and practices of providing excellent customer service;
- Good knowledge of business arithmetic and English;
- 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 prepare and maintain accurate account-keeping records and related reports;
- Ability to understand and clearly explain laws and procedures and solve unusual or complex problems;
- Ability to operate a computer terminal and associate alpha/numeric keyboard with great accuracy (speed is not of primary consideration);
- Ability to work cooperatively with Bureau staff, the public and State-level Dept. of Motor Vehicle staff;
- 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 demands of the position.

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**Complete Scope of the examination and Expanded subtest descriptions:**

1. Customer service

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.

2. Office management

These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.

3. Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

4. Understanding and interpreting written material based on the Vehicle and Traffic law, rules and regulations

These questions test for the ability to read, understand and interpret various provisions of the above named law, rules or regulations. This part of the test will contain several reading selections based on or extracted from a passage of legal text. The candidate must read each selection and then answer one or more questions based upon it. All factual information needed to answer these questions is contained in the reading selections. No prior knowledge of that information is necessary to answer the questions correctly.

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>

**SENIORITY:**

One point will be added to each passing score for every five years of permanent classified service according to the following schedule:

Less than one year. . . . .	0 points
1 year up to 6 years. . . . .	1 point
6 years up to 11 years. . . . .	2 points
11 years up to 16 years . . . . .	3 points
etc. . .	

## 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.â

**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