



Motor Vehicle Representative

Department: Department of Motor Vehicles
Exam Type: Departmental, Open
Final Filing Date: Continuous

Motor Vehicle Representative – salary per month:

Range A: \$2870-3588

Range B: \$3083-3855

Range C: \$3319-4160

Position Description

Under direction, incumbents interpret, apply, and explain provisions of the California 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.

This is a multi-range classification. Incumbents with twelve months or less in the classification perform the least complex duties related to all processes in vehicle registration, titling, and/or driver license/identification. As they gain more time in the classification, and in accordance with established procedures, incumbents are assigned progressively more complex and difficult transactions duties in a variety of areas.

MINIMUM QUALIFICATIONS

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: Either equivalent to completion of the 12th grade.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Modern office methods, equipment, and procedures.

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 & written directions.
4. Evaluate situations accurately & take effective action.
5. Perform cashiering work of average difficulty involved in receiving, disbursing, & receipting of monies..
6. Interpret & apply regulations to specific cases
7. Meet and deal with tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.
8. Operate various electronic equipment.
9. Input information accurately & efficiently into various data bases.

Please review Exam Bulletin for more information:

<https://www.calcareers.ca.gov/JOBSGEN/8PB47.PDF>.

EXAMINATION INFORMATION

The online multiple choice exam for the Motor Vehicle Representative consists of the following three (3) test sections:

1. Written Communication
2. Arithmetic Calculations
3. Reading Comprehension

Calculator Usage – Basic hand-held calculators will be permitted; however, they will **not** be provided by the Department of Motor Vehicles.

PREPARING FOR THE EXAMINATION

This is a 120 minute timed examination. There is no way to pause, stop, or reset the timer once you start. Please ensure you have the full 120 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 120 minute timed examination, it is recommended you do not take the examination until you are able to do so.

Written Communication – This test section is designed to assess your knowledge and skill in constructing sentences and in using correct grammar, spelling, word usage, and sentence structure.

Arithmetic Calculations – This test section is designed to assess your mathematical and cashiering skills related to calculating monetary charges, counting money, and making change. Basic hand-held calculators will be permitted; however, they will not be provided by the Department of Motor Vehicles.

Reading Comprehension – This test section is designed to assess your skill in reading, comprehending, and applying written information. You will be asked to interpret and apply information contained in a variety of written materials.

TESTING DEPARTMENTS

Department of Motor Vehicles

CONTACT INFORMATION

Questions regarding this examination should be directed to:

Department of Motor Vehicles

Main Phone Line - 916-657-7553

TTY Line – 1-800-735-2929

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

TAKING THE EXAMINATION

This is a 120 minute timed examination. There is no way to pause, stop or reset the timer once you start. Please ensure you have the full 120 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 120 minute timed examination, it is recommended you do not take the examination until you are able to do so.