



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

| <u>TITLE</u> | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u> |
|------------------------------------|--------------|--------------|---------------|
| DMV SERVICES SUPERVISOR | 31 | B | 11.422 |
| DMV SERVICES TECHNICIAN IV | 29 | E | 11.423 |
| DMV SERVICES TECHNICIAN III | 27 | E | 11.424 |
| DMV SERVICES TECHNICIAN II | 25 | E | 11.425 |
| DMV SERVICES TECHNICIAN I | 23 | E | 11.426 |

SERIES CONCEPT

DMV Services Technicians provide customer services associated with driver’s license, vehicle, and business occupational licensing programs including licensing drivers; issuing identification cards; registering and titling vehicles; issuing occupational business licenses; and processing reinstatements.

Ensure compliance with State and federal motor vehicle laws and regulations and agency policies and procedures involving the licensing of motor vehicle operators, registration and titling of motor vehicles, withdrawal of licenses and registration, licensing of certain operations and representatives of the automotive industry, and research and dissemination of driver’s license and vehicle registration/title information.

Review documentation and approve initial and continuing requests for driver/vehicle/business privileges using applicable procedures in multiple programs; determine validity of documents and assess the applicant’s physical and mental ability to receive driving privileges.

Communicate with the public, businesses and other department staff to elicit information, explain policies and procedures, and resolve problems.

Authorize actions that impact customer driving, vehicle, and business privileges; determine new and continuing privilege eligibility; review and update applications; screen applications for completeness of personal history verification, medical conditions, and verify insurance status; advise customers of privilege program procedures, conditions and eligibility.

Check public Vehicle Identification Numbers (VINs); assign VINs to vehicles that are homemade or where the number has been damaged; research vehicle ownership; perform safety inspections as specified by law and regulations.

Operate computer equipment to create, retrieve, review, change or update driver/vehicle/business information; ensure appropriate confidentiality and security of information.

Collect fees including cash, checks and credit card payments; reconcile cash drawer.

Perform related duties as assigned.

CLASS CONCEPTS

DMV Services Supervisor: Positions allocated to this class work under general supervision and serve as a supervisor over a team of DMV Services Technician III’s and/or IV’s who provide DMV services in registration,

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CLASS CONCEPTS (cont'd)

DMV Services Supervisor: (cont'd)

driver's licensing, occupational business licensing, and/or all aspects of a special program. Incumbents at this level either:

- (1) Supervise a small rural office with a staff of 10 or fewer employees who provide multiple registration, driver's license, occupational business licensing, and/or motor carrier services; or
- (2) Supervise a team of technicians in a large metropolitan office or an operational program area such as Nevada Live and Titles, and participate as part of the central services or field services office management team.
- (3) Oversee and coordinate commercial driver's license (CDL) training and certification of staff, and CDL third party training and certification; provide services associated with business and emission control programs including dealer, wrecker, and emission control licensing; occupational licensing; DUI/Traffic Safety/Driver improvement school licensing; and other customer services.

Incumbents select, train, supervise and evaluate the performance of assigned personnel; take corrective and disciplinary action; facilitate and oversee office activities; assign and review work; assess training needs and provide training opportunities as appropriate.

Provide technical expertise to customers and staff regarding federal and State laws, rules, regulations, policies and procedures; resolve complex and sensitive customer complaints and problems and make recommendations to management on sensitive, adversarial or contested issues with customers or businesses.

Ensure internal security, confidentiality and audit needs are met; provide input regarding the budget for assigned areas of responsibility; maintain supplies for service area; prepare periodic reports on service area activities; and ensure facilities are maintained in a safe, clean and orderly condition.

DMV Services Technician IV: Positions allocated to this class work under general supervision and perform the full range of duties described in the series concept. In addition, incumbents may be assigned to:

- (1) Conduct commercial and non-commercial driving skill tests including problem and high risk drivers; drivers with physical or mental disabilities, and for non- or limited-English speaking customers; determine applicant's ability to safely operate a vehicle; review test results with applicant; counsel drivers, refer for driver improvement courses, and apply restrictions to privilege when appropriate; or
- (2) Function as a first line supervisor and make hiring recommendations; assign work; complete employee evaluations; identify training needs; coach/counsel staff and provide correction action for staff. Supervise DMV Services Technician II's and/or III's assigned to registration or driver's license programs, or a single program component such as special plates, registration and driver's license renewals by mail, license review and financial responsibility, insurance verification, titling and record maintenance, and occupational business licensing. Positions in this assignment also serve as subject matter experts in their respective programs and activities; or
- (3) Function as a subject matter expert in a specified program area. Examples of this level of work include: Examine and determine validity of documents to ensure compliance with reinstatement requirements, conduct driver written and road skills tests required for reinstatement, and approve and issue restricted documents to determine legal compliance including those associated with IRS seizures, law enforcement forfeitures, trust agreements, lien sales, estate sales, and bankruptcy transactions; approve or disapprove transactions based on documentation.

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CLASS CONCEPTS (cont'd)

DMV Services Technician IV (cont'd)

Provide detailed explanations of and resolve problems related to laws, rules, and regulations regarding licensing of businesses including dealers and wreckers, fleet registration, emission stations, registration services, DUI/Traffic Safety/Driver schools, third party certifiers, and the appropriate occupational licensing required; review and evaluate questionable applications; provide training workshops to licensees.

DMV Services Technician III: Under general supervision, incumbents spend a majority of the time directly assisting customers at a counter or window, and perform a variety of transactions involving standard driver's license and/or registration transactions, vehicle ownership transactions, issuance of duplicate driver's license and/or registration, processing address changes, assisting new residents in obtaining driver's license/registration in Nevada, administering written driver's license and vision tests, rolling fingerprints, and performing occupational business licensing duties. This level in the series is distinguished from the DMV Services Technician II class by the greater variety and complexity of duties assigned, continuous personal contact with customers, and higher skill levels required involving problem solving and the explanation of laws, regulations and policies.

DMV Services Technician II: Incumbents at this level either:

- (1) Perform duties related to one or more single components of registration or driver's licensing which do not require extensive personal contact with the public or problem solving skills. Assigned duties are narrowly focused and are defined by specific procedures and requirements. DMV Services Technician II positions perform repetitive processing tasks of lesser complexity than work performed at the DMV Services Technician III level. Examples of DMV Services Technician II assignments include titling, records maintenance, special plates, insurance verification, registration and driver's license renewal by mail, license review and financial responsibility, and other routine processing duties. Some positions may be permanently assigned to this level, and progression to DMV Services Technician III is not automatic; or
- (2) Serve in a continuing training capacity and gain specialized knowledge in driver's licensing, vehicle registration, business occupational licensing or other higher level functions. Positions working in this capacity may progress to the next level upon successful completion of the probationary period and with the recommendation of the hiring authority.

DMV Services Technician I: Under direct supervision, incumbents receive training in performing all or part of the duties described in the series concept. This is the entry level in the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * For DMV Services Technician IV Driver Examiner positions, a valid driver's license is required at time of appointment and as a condition of continuing employment.
- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions, must submit to pre-employment screening for controlled substances.

INFORMATIONAL NOTES:

- * Applicants must meet the minimum typing speed of 30 words per minute at the time of recruitment.

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES: (cont'd)

- * In accordance with NRS 293.5045, the Department of Motor Vehicles, as a voter registration agency, shall not knowingly employ an individual in this class series who has been convicted of a felony involving theft and/or fraud.
- * The Department of Motor Vehicles is required to comply with 49 CFR 1572.103 which provides that an agency involved in the issuance of Real ID Driver's Licenses shall not knowingly employ a person if they have been convicted of any of the felonies listed under this regulation.
- * In accordance with 49 CFR 384.228, the Department of Motor Vehicles is required to conduct a national background check on any employee that administers Commercial Driver License (CDL) knowledge and/or skills testing, and the DMV shall not knowingly employ such a person if they have been convicted of a felony in the last 10 years or have been convicted of any fraudulent activities.

DMV SERVICES SUPERVISOR

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and five years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, one year of which was equivalent to a DMV Services Technician IV; **OR** two years of experience equivalent to a DMV Services Technician III. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: interpretation and application of laws and regulations required to complete complex transactions involving revocation and reinstatement of privileges; conflict resolution skills; laws and regulations related to licensing vehicle-related businesses such as wreckers, dealerships, emission stations, traffic safety schools, title services and others; supervisory techniques and practices. **Ability to:** organize, coordinate and implement needed training for staff in technical areas such as CDL training and certification; serve as a member of the field office management team; provide input regarding the budget for assigned areas of responsibility; oversee the activities of an assigned team; *all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: laws and regulations related to licensing vehicle-related businesses such as wreckers, dealerships, emission stations, traffic safety schools, title services and others; laws, regulations, requirements and restrictions related to the issuance of commercial and non-commercial driver's licenses and vehicle registration; rules, regulations, policies and procedures related to registration and titling of motor vehicles, insurance verification program, and issuing of special plates. **Working knowledge of:** principles of supervision, training and team leadership; and all knowledge, skills and abilities required at the lower levels.

DMV SERVICES TECHNICIAN IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, one year of which was equivalent to a DMV Services Technician III performing a variety of transactions involving standard driver's license and/or registration transactions, vehicle ownership transactions, issuance of duplicate driver's license and/or registration, and assisting new residents in obtaining driver's license/registration; **OR** one year of experience as a DMV Services Technician III in Nevada State service; **OR** two years of experience as a DMV Services Technician II in a relevant program-specific area. (*See Special Requirements and Informational Notes*)

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES TECHNICIAN IV (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: laws, regulation requirements and restrictions related to the issuance of commercial and non-commercial driver's licenses and vehicle registration; interviewing techniques; interviewing skills sufficient to determine authenticity of documents presented; various driver's license endorsement requirements; techniques used to resolve driver's license and vehicle registration problems; customer service skills. **General knowledge of:** federal commercial driver's license regulations; principles of training and team leadership; physical and other federal qualifications for obtaining a commercial driver's license. **Ability to:** identify official legal signatures and affidavits to complete transactions; research and resolve complex vehicle registration and ownership issues; advise customers of State laws and agency policies related to license revocation and reinstatement, and licensing of businesses such as emission control stations, driving schools, wreckers, and others; assign and review the work of others; evaluate physical and mental abilities of individuals applying for a driver's license; apply and explain complex laws and regulations related to motor vehicles and operators; provide DMV services tactfully and diplomatically in difficult situations where customers may be angry and confused; review and process a variety of documents in assisting customers with driver licensing and vehicle registration transactions; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to Entry Level Knowledge, Skills, and Abilities required for DMV Services Supervisor.)

DMV SERVICES TECHNICIAN III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of experience which included public and/or customer contact including explaining rules, regulations, policies and procedures, one year of which was equivalent to a DMV Services Technician II processing various types of documents including titling, special plates, insurance verification, registration and driver's license renewal by mail, license review and/or financial responsibility; **OR** one year of experience as a DMV Services Technician II in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge: laws, regulations, policies and procedures related to issuance of driver's licenses and/or vehicle titling and registration, financial responsibility, insurance verification and/or issuing special plates; automated systems and associated software utilized in the department; laws applicable to the release of information. **Ability to:** authorize vehicle, driver licensing and occupational and business licensing actions in accordance with applicable rules and regulations; investigate questionable driver's license or motor vehicle registration applications, occupational and business licensing, conflicting information and fraudulent documents; review and evaluate information related to issuance of driver's license and vehicle registration and ownership, occupational business licensing; identify and correct data discrepancies, errors and omissions related to driver's license, vehicle registration and occupational business licensing; conduct research pertaining to driver's license, vehicle registration and occupational and business licensing; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to Entry Level Knowledge, Skills, and Abilities required for DMV Services Technician IV.)

DMV SERVICES TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience which included public and/or customer contact including explaining rules, regulations, policies and

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES TECHNICIAN II (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

procedures, one year of which was equivalent to a DMV Services Technician I working with legal vehicle registration and titling documents which required making decisions based on evaluation of customer documents; **OR** one year of experience as a DMV Services Technician I in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: laws, regulations, requirements and restrictions related to issuance or withdrawal of a driver's license, vehicle registration, occupational and business licensing and/or insurance verification. **Ability to:** identify fraudulent documents; verify security features of legal title documents; enter information into a computer; review and evaluate information from various sources; certify complete driving record histories; respond to requests for information from the courts, law enforcement agencies and other states; identify and correct data discrepancies, errors and omissions; operate automated equipment and software utilized in the department; communicate effectively both orally and in writing; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to Entry Level Knowledge, Skills, and Abilities required for DMV Services Technician III.)

DMV SERVICES TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience which included public and/or customer contact including explaining rules, regulations, policies and procedures. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: customer service skills; modern office practices, procedures and equipment; recordkeeping and filing methods; basic math in order to compile statistics and calculate required fees. **Ability to:** provide basic information and direction to customers; work cooperatively in a team environment; communicate effectively both orally and in writing; operate office machines; make arithmetic calculations accurately; compare and verify accuracy of names, numbers, dates and other information; understand and follow oral and written directions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to Entry Level Knowledge, Skills, and Abilities required for DMV Services Technician II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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| REVISED: | 1/30/98R 12/17/98PC | 1/30/98R 12/17/98PC | 1/30/98R 12/17/98PC | 1/30/98R 12/17/98PC | 1/30/98R 12/17/98PC |
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| REVISED: | 4/15/16UC | 4/15/16UC | 4/15/16UC | 4/15/16UC | 4/15/16UC |