

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Driver License Examiner

Class Code: 60812

Pay Grade: GE

A. Purpose:

Establish applicant identity and eligibility for an ID card, permit, or license; administer examinations, and issue ID cards, permits, and licenses to qualified citizens so they can prove their identity and drive on the nation's highways.

B. Distinguishing Feature:

Driver License Examiners verify applicant identity, establish validity of applicant's identifying documents, and their eligibility for an ID card, permit or license; administer vision screening and written and driving examinations for auto, truck, motorcycle, resident and non-resident commercial driver licenses, school bus license, and hazardous materials endorsement; collect fees update data on the drivers record system, photograph applicants, and print an ID card, permit or license to present to the applicant. They are normally not responsible for a Driver License Examination Station.

Senior Driver License Examiners are accountable for Driver License Examination Station operations and provide work direction to Driver License Examiners. Only one senior examiner is found in each station, except in large stations where a Senior Driver License Examiner is employed to fill in and direct operations at satellite locations lacking a senior examiner.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Scrutinizes applications and validity of identification documents to ensure the applicant is identified and is eligible for the permit, license, or identification card requested.
 - a. Evaluates applications for a driver license or an ID card to determine what kind of license, permit or ID card the applicant wishes to obtain or denies a license for medical reasons.
 - b. Checks documents against the stolen documents and equipment list.
 - c. Checks databases to verify that the applicants are legally in the United States and are eligible to obtain or renew their license or identification card.
 - i. Screens applications and medical cards for Hazardous Materials endorsement, copies the documentation, and mails it to the program office.
 - ii. Checks the National Law Enforcement Teletype System (N-LETS) database to check records of out-of-state applicants, notifies the proper authorities if any warrants and warrant exists on the applicant, and makes inquiries of non-U.S. citizen's legal presence.
 - iii. Checks the Problem Driver Pointer System (PDPS) to verify that the applicant is eligible for a license and denies a license if appropriate.
 - iv. Verifies in the Commercial Drivers License Information System (CDLIS) database that an applicant is eligible for South Dakota Commercial Driver License or Non-Resident CDL and endorsements.
 - v. Verifies in the Social Security Verification System that the social security number presented by the applicant is valid.
 - vi. Verifies in the Social Services Child Support System that the applicant is not arrear with child support.
 - vii. Contact Immigration Services to verify validity of immigration documents.
 - viii. Requests an override of the computer system when an applicant's name or date

- of birth matches that of someone not eligible in another state.
 - xi. Copies U.S. and non-U.S. citizen's documentation and mails it to the program office.
 - d. Creates and revises computer files including driver license records, Commercial Driver's License Information System (CDLIS) records, and fee and testing records.
2. Conducts screenings and examinations for new, renewal, expired, revoked, suspended, and/or disqualified licenses for auto, resident and non-resident commercial vehicle, motorcycle, and school bus applicants to ensure driver licenses and identification cards are issued to only qualified applicants.
 - a. Administers a vision screening and gives written and skill examinations.
 - b. Manually grades written examinations when at a satellite station.
 - c. Sets up a cassette recorder and explains its operation to non readers taking then written examination.
 - d. Ensures applicants understand what they did well and why they failed any part of the vision screening and examination processes.
 - e. Refers applicants with driving skills difficulties or medical impairments to the Senior Driver License Examiner.
 3. Determines and collects fees from applicants to ensure the state is receiving correct revenues.
 4. Prints permits, licenses and identification cards to present to applicants.
 - a. Updates information on the applicant in the state computer system.
 - b. Obtains the applicant's signature on a pressure pad and photographs the applicant.
 - c. Activates a computerized digitized imaging system that prints and laminates an instant license, permit or ID card.
 - d. Issues the license, permit or ID card to the applicant.
 - e. Issues Hazardous Materials endorsements to applicants presenting proper documentation.
 5. Travels to satellite stations to ensure the public in remote sites is served.
 - a. Unloads printer, camera, computer, laminator, barcode labeler and reader, screen, folding table, and supplies from the van and carries them into the station.
 - b. Sets up and takes down the station.
 - c. Cleans the station as required.
 - d. Cleans sidewalks and entryways of obstructions, ice, and snow.
 - e. Cleans and performs minor repairs on testing equipment.
 - f. Ensures the security of the licensing materials and equipment.
 6. Assists the Senior Driver License Examiner by with administrative requirements to ensure maximum effectiveness of the station within the time allowed.
 - a. Trouble shoots the equipment and contacts BIT or issue system help staff for assistance.
 - b. Contacts law enforcement when fraud or wants and warrants are identified.
 7. Responds to customer's requests for assistance to ensure understanding and compliance with Federal and state laws, policies and procedures.
 - a. Provides voter registration forms and information to the applicants.
 - i. Records voter registration information in the log.
 - ii. Mails completed voter registration forms to the appropriate County Official.
 - b. Educates the public on ID card, license, permit, and hazardous materials and other

- endorsement requirements.
- c. Offers the public copies of CDL and driver license manuals.

8. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Driver Licensing Area Supervisor. May receive work direction from a Senior Driver License Examiner.

E. Challenges and Problems:

Challenged to learn and remain current on complex state and Federal statutes, regulations, guidelines, and policies governing licensing motor vehicle operators; ensures applicant identity, applicant document validity, and applicant eligibility for an ID card, license or permit. These are challenging because of changes and increasing instances of document and identity theft and fraud and increasing numbers of non-United States citizens permanently and temporarily residing in the state. Dealing with irate applicants because of the stringent identification and licensing requirements resulting in longer processing time is difficult because of the vile nature of the verbal attacks and physical threats.

Typical problems include explaining identification and licensing procedures and requirements; not issuing a license to someone who is not eligible to receive one due to identification document problems, suspension, revocation, child support and other problems or a driver who is incapable of operating a vehicle safely; responding to questions and guiding non-English speaking applicants and riding with applicants who have never driven in and actual traffic situation; and riding in applicants' vehicles that may be in poor working order.

F. Decision-making Authority:

Decisions made include determining validity of documents presented and the identity of the applicant; the type of permit, license/endorsement for which the applicant qualifies; pass or fail on the drivers skills examination; when an oral exam is appropriate for the applicants; whether an applicant who has had driving privileges suspended, revoked, disqualified, or cancelled has met all necessary requirements to reapply for a license; and which of the numerous combinations of fees apply to the specific situation and when an applicant should see a Senior Examiner because of medical impairments.

Decisions referred include dealing with threatening applicants and unusual situations not covered in department policy, interpretation of policy, unusual immigration issues, how to serve customers when equipment is not working properly, what to do if fees collected do not balance, if an applicant should have a re-evaluation, and questions on medical conditions.

G. Contact with Others:

Daily contact with the public to issue permits, licenses or identification cards; and weekly contact with city, county, state, and Federal law enforcement and homeland security agencies regarding arrest warrants, fraud, and immigration issues. Frequent contact with medical professionals to interpret medical and vision statements and standards; with issue system support personnel to troubleshoot licensing equipment; and with BIT personnel to discuss mainframe interruptions.

H. Working Conditions:

Works at a driver license examination station. Incumbent is required to travel to satellite stations to perform the job, to lift and carry 50 pounds of equipment and to conduct driver skills examinations in all weather conditions.

I. Knowledge, Skills and Abilities:

Knowledge of:

- South Dakota driver's manual requirements pertaining to the safe operation of motor vehicles;
- motor vehicle operation;
- computers.

Ability to:

- read and understand complex information and explain that information in common terms;
- communicate information clearly and concisely;
- deal tactfully and courteously with the public;
- multi-task diverse and complex activities;
- maintain train of thought despite frequent interruptions;
- lift and carry 50 pounds in and out of vehicles and up and down stairs;
- conduct assigned duties in a uniform and standardized manner;
- operate computers, cameras, printers, and license processing equipment.