

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Driver License Examiner

Class Code: 60813
Pay Grade: GF

A. Purpose:

Maintains a Driver License Examination Station, directs the daily operations of the station, and provides work direction to Driver License Examiners assigned to the station.

B. Distinguishing Feature:

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 a satellite location lacking a senior examiner. 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.

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. Maintains a Driver License Examination Station and is responsible for its operation to ensure the objectives of the work unit are met.
 - a. Opens and closes the station at the prescribed times.
 - b. Inspects and ensures the readiness of the station and its equipment.
 - c. Provides guidance and work direction to one or more Driver License Examiners.
 - d. Interprets Federal and state laws, policies, and procedures for the public and Driver License Examiners.
 - e. Contacts a supervisor or the Program Director for policy or procedure clarifications.
 - f. Makes routine checks to ensure compliance with policies and procedures regarding the licensing processes.
 - g. Determines how to handle difficult situations with customers.
 - i. Decides whether to and how to license applicants with Immigration Services documents and passport verification problems.
 - ii. Contacts Immigration Services for clarification of immigration issues.
 - iii. Contacts law enforcement agencies when applicants attempt to obtain an ID card, or motor vehicle operator's resident or non resident permit or license fraudulently or have outstanding wants or warrants.
 - h. Intercedes when examiners are threatened by customers or a customer has a medical condition that may jeopardize their license.
 - i. Interviews medically impaired drivers and conducts manipulation, sign recognition, and driver skills assessments.
 - j. Requests license re-evaluations on drivers with questionable skills and those drivers with medical conditions or other challenges.
 - i. Requests additional information from applicants or applicant family members.
 - ii. Denies a license or issues a temporary or restricted license.

- iii. Completes a driver evaluation request for reevaluation of medically impaired drivers.
 - k. Maintains the exam station office, building, and grounds.
 - i. Delegates general cleaning and snow and ice removal duties to examiners.
 - ii. Maintains contact with facility owners or contract cleaners.
 - l. Stocks Kiosks with applications, driver's manuals, voter registration forms and other pertinent literature.
 - m. Assists translators gain access to the testing site to read questions to applicants for whom English is a second language.
 - n. Recommends changes to exam station schedules to accommodate customers.
 - o. Contacts the permanent examination station Senior Driver License Examiner for assistance in overriding the computer system and to clarify a driver's out-of-state driving status.
 - p. Directs examiners on how to effectively serve customers when equipment malfunctions.
 - i. Determines how to continue processing license requests and conduct examinations.
 - ii. Requests customers return later that day or another day, or issues a temporary permit.
 - q. Audits all completed applications for correctness of entries and presence of required items and makes changes to the database when necessary.
 - r. Balances fees collected.
 - i. Verifies that on-hand cash and checks tally with the computer balance sheet of the day's transactions.
 - ii. Corrects errors by entering the correction information into the database.
 - iii. Contacts the department to correct fee balance errors.
 - vi. Makes bank deposits.
 - s. Maintains inventories of manuals and office supply items and orders more manuals and supplies as needed.
 - t. Prepares and submits required reports.
- 2. Maintains Driver License Examination Station licensing and office equipment to ensure its operational readiness.
 - a. Determines equipment problems.
 - b. Requests parts and repairs equipment.
 - c. Contacts permanent station from satellite station to get replacement equipment.
 - d. Requests technical assistance from computer support help staff.
 - i. Explains system or equipment problems.
 - ii. Makes appropriate adjustments or changes to system or equipment to correct problems.
- 3. Conducts licensing equipment and materials inventories and security checks to ensure that equipment and materials are not stolen or lost.
 - a. Inventories consumable materials used to produce driver licenses and ID cards.
 - b. Destroys damaged or incorrect as well as surrendered ID cards, permits, licenses, and used printer film and records the details.
 - c. Accounts for printed written examinations.
 - d. Secures licensing equipment and materials at the end of the work day.
- 4. Travels as scheduled to satellite Driver License Examination Stations to maintain station operations for absent senior examiners.
 - a. Prints and makes several copies of the written examination and answer sheet to be used for that day.

- b. Unloads printer, camera, computer, laminator, barcode labeler and reader, screen, folding table, and supplies from the van and carries them into the station.
 - c. Sets up and takes down the station.
 - d. Cleans the station as required.
 - e. Ensures the security of the licensing materials and equipment.
 - d. Recommends station closing during extreme weather conditions.
5. Provides input to supervisor on Driver License Examiners' performance and training needs.
 - a. Trains Driver License Examiners.
 - b. Schedules, directs, organizes the work of, and assigns tasks to examiners.
 - c. Assesses uniformity and standardization of examiners practice of their craft.
 - d. Recommends additional training.
 6. Conducts site examinations and recommends current examination station renovations and potential locations for examination station relocation.
 - a. Analyzes work flow, security requirements, and customer service needs.
 - b. Visits and gathers information on potential examination station locations.
 - c. Recommends office reconfiguration or request office relocation.
 7. Participates in special projects assigned by the supervisor to ensure that the projects are completed in a professional and timely manner.
 - a. Makes presentations at driver education classes and forums.
 - b. Negotiates with local law enforcement officials on protocols for entry into the station.
 8. Conducts delegated re-evaluations in the absence of the supervisor and functions as the acting supervisor.
 9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Driver Licensing Area Supervisor. Provides work direction to Driver License Examiners.

E. Challenges and Problems:

Challenges include remaining current on complex state and Federal statutes, regulations, guidelines, and policies governing licensing drivers; overseeing all operations of an examination station including the work of Driver License Examiners; ensuring proper accounting of fees; maintaining security of licensing equipment and materials; maintaining licensing equipment and vehicles; dealing with irate applicants in a professional manner; explaining the procedure for people to become eligible for a license if they have failed any section of the examinations or have been suspended, revoked, disqualified, or cancelled; and not issuing a license to someone incapable of operating a vehicle safely. These are all challenging areas because they impact on the lives of people and the security of sensitive items.

Typical problems include responding to questions and guiding non-English speaking applicants and riding with these persons and applicants who have never driven in an actual traffic situation or are demonstrating a mental or physical impairment while driving, riding in applicant's vehicles that may be in poor working order, overcoming language and other barriers without compromising the effectiveness of the examination process, and computer equipment malfunctions.

F. Decision-making Authority:

Decisions include when to intervene in an escalating disagreement and how to defuse the issue, approving or denying unusual applicant identification and Immigration Services documentation, determining identity and document fraud, which applicants require further screening and testing due to medical impairments or observed unsafe driving habits, what type of license/endorsements the applicant qualifies for, when an applicant has failed any or all sections of the driving skills examination, whether an applicant who has had a license revoked or has been disqualified earlier has met the requirements to regain a license, whether a non-resident Commercial Driver's License (CDL) driver applicant is eligible for a work permit, and how to handle licensing processes during power outages and computer downtime, and when to call law enforcement.

Decisions referred are problems or questions that are not covered adequately by department policies, complex interpretations of new regulations or policies, personnel issues, policy changes, and unusual immigration issues.

G. Contact with Others:

Daily contact with the public regarding driver licensing, identification cards, interpretation of statutes, rules, regulations, policies, and procedures; and with the Bureau of Citizenship and Immigration Services to verify status of non-U.S. citizens. Occasional contact with the County Officials about Motor Voter forms and changes in voter registration; with the Department of Social Services for child support enforcement; with law enforcement for warrants and warrants; with Clerks of Courts for the issuance of CDL work permits, and with the local media for changes in scheduling and public service announcements.

H. Working Conditions:

Works at a Driver License Examination Station. Incumbent is required to travel to conduct their job and to lift and carry 50 pounds of equipment in and out of a van and up and down stairs in buildings and to conduct driver skills examinations in all weather conditions.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state and Federal statutes, rules, regulations, and policies pertaining to the licensing of operators of non-commercial and commercial vehicles;
- department driver licensing policies;
- motor vehicle operation;
- computers;
- planning, organizing, prioritizing, and directing the work of others;
- driver licensing processes and procedures.

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;
- direct the work of others.