

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Driver Licensing Area Supervisor

Class Code: 60852
Pay Grade: GH

A. Purpose:

Plans, coordinates, and supervises the driver license examining process and staff in an assigned area ensuring the uniformity and consistency of driver identification, document processing and examining procedures at State Driver License Examination Stations and oversees and provides direction to local government officials issuing driver licenses.

B. Distinguishing Feature:

Driver Licensing Area Supervisors supervise driver license examination staff, develop staffing schedules for driver examination stations, prepare reports, recommend and implement procedure changes, and investigate and complete reevaluation proceedings on drivers who have been reported to the department as being a possible risk to highway safety.

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. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Schedules examiners for permanent station and traveling duties and revises schedules.
 - c. Provides training and work direction.
 - d. Approves leave requests and time sheets.
 - e. Addresses staff problems and recommends disciplinary action.
 - f. Conducts performance reviews and completes performance documents.

2. Travels to satellite stations to ensure adequate facilities for driver licensing purposes, communicates with and assists staff, conducts performance reviews, and resolves client complaints.
 - a. Arranges meetings with city, county, and state officials and private organization staff to discuss facilities for driver exam locations.
 - b. Reviews operations of examiners to improve service and enhance uniformity of operations and standardization of processes and procedures.
 - c. Reviews current and alternative locations for ADA compliance and suitability.
 - d. Transports replacement equipment and repair parts and supplies.
 - e. Conducts Performance, Planning and Review sessions..

- f. Oversees inventories of licensing equipment and materials and staff procedures for securing these sensitive items.
 - g. Develops drive test routes to be followed by examiners for uniform testing.
 - h. Determines area needs for budget input.
3. Conducts reevaluation meetings with referred drivers who are possible safety risks to ensure appropriate action is taken to resolve the situation.
 - a. Receives and processes requests for reevaluation of referred drivers.
 - b. Reviews the person's driving history and current driving record.
 - c. Coordinates with the driver a date, location and meeting time.
 - d. Requests vision/medical statements where applicable and visits with doctors when necessary.
 - e. Updates the driver's record with pre and post evaluation comments.
 - f. Travels, sometimes across the state, to conduct reevaluations.
 - g. Meets with the driver and conducts vision screening, oral examinations, and a driving skills examination.
 - h. Revokes, cancels, or returns the license with added restrictions based on results of completed assessment.
 - i. Explains to the driver and family members the results of the examinations and the decision.
 - j. Informs the driver whose license has been cancelled or revoked of the right to request an administrative hearing.
 4. Coordinates area in-service training to ensure examiners are informed of new duties and procedural changes.
 - a. Requests training assistance from the program Training Specialist.
 - b. Offers examiners training on a wide-range of subjects bearing on successful operation of the licensing program.
 - c. Assists law enforcement agencies, schools, and civic organizations to understand state and Federal statutes, regulations, and policies governing driver screening, examinations and licensing.
 - d. Prepares and delivers training to city and county issue officials.
 - e. Attends conferences related to the profession.
 5. Assists the Program Director with special projects.
 - a. Oversees analysis of station operations and recommends improvements.
 - b. Assists with planning and coordinating station renovations.
 - c. Tests and installs new equipment.
 - d. Conducts studies to assist in determination of staff and locations.
 - e. Requests bids for ongoing projects.
 6. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Program Director. Supervises Driver License Examiners, Senior Driver License Examiners, and seasonal employees.

E. Challenges and Problems:

Challenges include supervising staff who might not be seen for two or three weeks at a time and ensuring the uniform application of processes and policies in a standardized manner. This is difficult because the staff away from the permanent station operate

singly or in two person teams covering large geographical areas. Also challenged to ensure that staff receives training and vacation leave due to the ever increasing tempo of operations to serve the public.

Problems include responding to customer complaints because of the second hand nature of the information received; determining the validity of documents; handling increasing numbers of applicants while identity and document checks take longer; and dealing with irate or illiterate or non-English speaking customers.

F. Decision-making Authority:

Decisions made include station staffing; scheduling staff work assignments, leave and attendance at training; when to challenge the validity of documents and the identification of the applicant; the protocol for law enforcement entry to the exam station to make arrests; interpretation of laws and policies; and the revocation or cancellation of a driver's license when re-evaluating a driver's skills.

Decisions referred include major expenditures, policy approval, certain disciplinary actions, legal action issues, relocation of and closing of stations, and media interviews.

G. Contact with Others:

Daily contact with the public to answer questions about licensing and permit requirements, policies, and procedures; and with the Pierre Central Driver Licensing Office to verify records, opinions, procedures, and interpretation of department codes and policies. Weekly contact with law enforcement agencies to make wants and warrants notifications; with city and county issue agencies about issuing temporary licenses; with Social Security Administration to verify validity of Social Security cards, with Homeland Security contacts to verify information on immigration documents, with family members of challenged drives to discuss the reevaluation process and with medical professionals regarding applicants with medical impairments. As needed with the FBI, Social Security Administration, Office of the Inspector General, States Attorneys and the U.S. Attorneys Offices to discuss fraudulent applications and documents, and to testify in prosecution of unlawful applicants.

H. Working Conditions:

Works at a Driver License Exam Station. Incumbent is required to travel to area stations to conduct examinations, lift and carry 50 pounds of equipment, and conduct driver skills examinations in all weather conditions.

I. Knowledge, Skills and Abilities:

Knowledge of:

- U.S. and international identification and licensing documents;
- Federal and state commercial and non-commercial motor vehicle laws, rules, and regulations;
- department driver licensing policies and procedures;
- investigation techniques and medical terminology;
- computer operations;
- effective methods of supervision.

Ability to:

- supervise employees in central and remote locations;
- establish and maintain effective working relationships with employees and the public;
- lift and carry 50 pounds of equipment;
- employ effective positive persuasion techniques to obtain desired outcomes;
- organize multiple activities and meet deadlines;
- use a computer;
- communicate information clearly and concisely;
- operate driver license processing equipment;
- remain calm during stressful situations and react to emergencies quickly.