

## CHIEF DRIVER LICENSE HEARINGS OFFICER

This is supervisory and administrative work in directing the activities of the Driver License Hearings Program within the Division of Motor Vehicles. Under the administrative direction of the Manager Driver Improvement Branch, employee develops policies and work procedures, assigns and reviews casework, ensures adherence of motor vehicle laws and regulations by subordinate employees, determines goals and objectives of the work unit, renders interpretations of motor vehicle laws and regulations as they apply in unique cases, and performs related work as required. Employee assumes the role of branch manager in his absence.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee plans and directs all field hearing activities, sets priorities and goals of the work unit, and plans for personnel, space, and equipment needs. Employee researches new safety promotion and driver improvement programs and projects for implementation by the Driver improvement Branch.

Organizing and Directing - Employee adjusts assignments and workloads to meet unexpected situations or to accommodate new program requirements. Employee reassigns employees or changes work operations to accomplish the work. Major or long-term changes are discussed with the branch manager.

Budgeting - Employee operates within an existing budget. Recommendations and justifications are submitted to the branch manager for integration into the budget proposal for the section.

Training - Employee develops and implements the on-the-job and in-service training programs for subordinate staff.

Setting Work Standards - Employee administers the overall hearings program by evaluating the quality of decisions rendered by the hearings officers. Employee is responsible for developing the criteria for measuring work performance of the employees supervised. Standards are maintained by professional review and consultation with subordinate employees.

Reviewing Work - Employee develops reporting and review techniques to monitor the progress and performance of employees supervised. Accuracy and the adherence of statutory time limitations are ensured by the employee through the periodic review of case dispositions, recordings of hearings, and conferences.

Counseling and Disciplining - Employee discusses and seeks to resolve minor problem situations with the employees as they arise. In accordance with departmental policy, employee-refers formal grievances or complaints to the branch manager with recommendations for resolution.

Performing Other Personnel Functions - Employee interviews prospective employees and makes recommendations for employment, dismissals, promotions, performance increases, or other disciplinary actions to the branch manager.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work performed by subordinate employees allows an appeal process when an individuals' driving privilege is in jeopardy or has been denied. This work routinely requires discretionary decisions by the hearings officers and responds to occasional changes in state statutes which relate to the suspension and/or revocation of driver licenses.

Variety of Work Supervised - Employee supervises clerical and hearings personnel engaged in activities related to the conducting of hearings for drivers whose licenses have been or are subject to suspension or revocation.

Number of Employees Responsible For - Employee is responsible for a staff of 23 employees.

III. EXTENT OF SUPERVISION RECEIVED: Employee works with considerable independence; however, significant changes in work procedures, programs, or projects, and new projects or programs under development are discussed with the branch manager.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - None.

Fluctuating Work Force - None.

Physical Dispersion of Employees - Employee supervises hearings officers located statewide.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of the Driver License Laws as set forth in Chapter 20 of the General Statutes of North Carolina. Thorough knowledge of departmental regulations and rulings and opinions by the Attorney General's office related to restoration of driving privileges. Extensive knowledge of laws of arrest, rules of evidence, and due process. Ability to organize and direct the work of others. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships.

Minimum Training and Experience - Graduation from a four-year college or university and three years of experience in work involving the application of law or policy related to driver license hearings, or high school and seven years of experience in work involving the application of law or policy related to driver license hearings; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.