

DRIVER LICENSE REGIONAL CHIEF EXAMINER

Work in this class involves the administrative supervision and direction of the driver license-examining program in the eastern or western region of the state for the Department of Motor Vehicles.

Employees direct personnel and plan for the examining program through the development and implementation of policies and procedures; problem identification and resolution; resource management; consultation with district supervisors; and regulation interpretation. Work is guided by provisions in the Motor Vehicle laws, federal driver license and identification mandates/standards and by department policies. Work is performed under the administrative supervision of the Assistant Director and the Driver and Vehicle Services Director with review of work through periodic conferences and reports.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Employees periodically review workloads in the region to recognize trends and frequently respond to input from direct supervisors, local government representatives, and community leaders in making recommendations to expand, consolidate, or curtail services. Employees formulate recommendations on new or revised legislation concerning driver laws.

Organizing and Directing – On a regular basis, employees meet with district supervisors to monitor progress and on an as-needed basis to resolve problems of a sensitive or controversial nature. Employees shift staff to accommodate long-term workload increases or long-term staff shortages.

Budgeting – Employees make budget recommendations by projecting needs including staff, space, and equipment and recommend changes in line items to accommodate changing needs and administrative costs.

Training – In coordination with Department of Motor Vehicles training staff, employees plan the agenda, determine instructors, and coordinate the logistics of the basic training school for new examiners. Employees provide justification to higher-level management to conduct annual in-service schools for discussion of new laws or policy changes.

Setting Work Standards – Employees establish and implement rules and standards to ensure the quality of services rendered for the assigned region that are consistent with the goals and mission of the division and the Department of Motor Vehicles.

Reviewing Work – Employees meet regularly with district supervisors to discuss needs, training, policy and procedure updates and to resolve applicant or operational problems. Employees periodically visit examining offices to determine quality of services being rendered by examining personnel.

Counseling and Disciplining – Employees are informed of disciplinary problems and recommend remedial actions to district supervisors upon request. Employees write final warning and may initiate dismissals.

Performing Other Personnel Functions – Employees investigate complaints of the more controversial or sensitive nature against staff and take or recommend corrective action as needed. Employees interview and make recommendations on hiring, conduct performance evaluations, and make recommendations on other salary administration issues to the division director.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised – Work is subject to changes in Federal law, State law, judicial interpretation, policy changes, and the addition of new programs.

Variety of Work Supervised – Employees supervise staff involved in the testing and evaluation of applicants for motor vehicle driver licenses and identification cards.

Number of Employees Responsible For – Employees supervise a staff of 180-200 examining personnel.

III. EXTENT OF SUPERVISION RECEIVED: Employees meet on an as-needed basis with higher-level supervisors to discuss problem areas, policy and procedure changes, and special or pilot projects. Work is monitored through correspondence from the public, statistical reports, performance evaluations, and occasional field visits.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations – None

Fluctuating Work Force – None

Physical Dispersion of Employees – Employees are responsible for directing the driver license examining program and service in one-fourth of the State.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities – Thorough knowledge of federal laws and standards for issuing driver licenses and identification cards. Thorough knowledge of North Carolina driving laws and motor vehicle operator's license requirements and procedures. Thorough knowledge of section policy, rules, regulations, and their current interpretations. Considerable knowledge of personnel policies, rules, and regulations. Considerable knowledge of other state laws that relate to motor vehicles driver licensing. Sufficient skill in the use and operation of the vision testing equipment, and digital imaging camera and software. Ability to organize and direct the work of others. Ability to establish and maintain effective working relationships. Ability to effectively communicate in oral and written forms.

Minimum Training and Experience – Associates degree in Business Administration or related field and four years of facility/program management experience within a regulatory or law enforcement environment including at least three years in a supervisory capacity; or graduation from high school and six years facility/program management experience within a regulatory or law enforcement environment including at least three years in a supervisory capacity; or an equivalent combination of education 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 in this class but may not be applicable to all positions.