

DRIVER LICENSE EXAMINER

Work in this class involves the testing and evaluation of applicants for Motor Vehicle driver licenses or identification cards. Work includes determining the type of license or identification card to issue to applicants based on the authenticity and type of residency documentation presented by applicants. Work also includes administering the required tests for the type of license being sought by the applicant, and determining the competence of the applicant to operate a motor vehicle on the public streets and highways. Employees perform all necessary tasks associated with the issuance of licenses to approved applicants such as: verifying identity and eligibility of applicant for licensure, collecting required fees and preparing receipts, securing digitized facial images for inclusion in state/national databases, and preparing licenses. In addition, employees question and enroll applicants in adjunct service programs (such as the organ donor program, voter registration) as well as capture court-ordered information (deadbeat parent, registered sex offender).

DIFFICULTY OF WORK:

Complexity – Employees must be able to recognize and validate a wide variety of residency documentation (birth certificates, passports, social security cards, Visa's and other state's licenses and ID cards). Residency documentation must be determined to be valid, permanent, or temporary. Since issuers periodically change identifying features associated with paper, seals, holograms, encryption, and stamps and these features vary from state to state and country to country, employees must continually stay current with respect to lawful and acceptable residency documentation. Employees must select the appropriate tests and testing procedures based upon the applicant's recent driving history, observable physical and medical conditions, and degree of literacy. Judgment is required in determining whether the applicant has lawful residency documentation, should the applicant be licensed, and if restrictions should be applied.

Guidelines – Work is performed within the limits of a variety of changing federal and state laws and guidelines on policies, procedures, and standards requiring ongoing in-service training in specific areas on a periodic basis. Guides include the Examiner's Manual, federal standards for issuing driver license and I.D. cards, General Statutes, section policy and instructions from supervisory personnel.

RESPONSIBILITY

Accountability – Employees decide whether to accept or deny the presented residency documentation. The verification of residency documentation is what allows the applicant to request additional driver license services. In problem situations (fraudulent documentation resulting in perjury and/or providing a false affidavit), the employee would seek the advice of the assigned Senior Driver License Examiner for the most appropriate course of action. Fraudulent documentation may be seized and the appropriate law enforcement authority would be notified for possible arrest of the applicant. The attitudes, actions, and decisions of employees are perceived as those of the State and reflect upon the competency of the licensure program.

Consequence of Action – Errors in judgment may cause an illegal alien or potential extremist to receive additional highly regarded false identification; or it may cause the false arrest of an individual who simply wanted to renew their driver license or obtain an ID card. Errors in judgment including discourteous treatment of the applicants cause considerable vexation to the applicant, and often result in some inconvenience to the applicant and can result in adverse publicity by the news media.

Review – Due to the nature of the work, errors are identified only after the fact as the daily work is being processed for or being input into the computer system. Work is reviewed occasionally while in progress to determine adherence to prescribed examination procedures and after the fact by computer analysis, to determine nature and frequency of errors.

INTERPERSONAL COMMUNICATIONS:

Subject Matter – Employees are in constant contact with the general public, via personal contacts and telephone usually on a one to one basis.

Purpose – To receive and convey information germane to residency verification and the issuance of motor vehicle operator's license and occasionally to explain the basis of an applicant's failure to meet residence documentation requirements or be licensed. In addition employees explain why an applicant must comply with various restrictions with regard to driving privileges; i.e., assignment to medical review programs, annual or two-year renewal requirements, or license validity through temporary residency expiration.

WORK ENVIRONMENT:

Nature of Working Conditions – Work is performed in an office and in applicants' motor vehicles. Employees are exposed to all natural environmental elements on an intermittent basis due to "road test" being given.

Nature and Potential of Personal Hazards – The potential for experiencing bodily injury occurring from either confronting an applicant with criminally fraudulent documentation or when administering the "road test" since applicants required to take the road test are either inexperienced drivers or drivers whose competence to operate a motor vehicle is questionable.

JOB REQUIREMENTS:

Knowledges, Skills, and Abilities – Considerable knowledge of motor vehicle operators licensing requirements and procedures, North Carolina motor vehicle driving laws, and federal mandates/standards for issuing driver licenses and identification cards. Working knowledge of the minimum and acceptable document requirements for licenses and identification cards. Ability to maintain sufficient and acceptable security clearances. Sufficient skill in retrieving and entering data within a computerized database or system. Sufficient skill in the use and operation of the vision testing equipment, and digital imaging camera and software. Ability to give clear testing instructions to applicants and to exercise discretion, diplomacy, and tact in the performance of tasks. Ability to render courteous and professional services to persons of all socio-economic levels and ethnic backgrounds. Ability to gather and summarize data for reports. Must be able to administer the N.C. Commercial Driver License (CDL) test. Based on location, may be required to operate the mobile unit.

Minimum Training and Experience Requirements – Graduation from high school and the demonstrated possession of knowledges, skills, and abilities gained through at least four years of clerical, administrative, or paraprofessional experience involving the resolution of varied public contact situations which include interviewing and/or explaining information of considerable detail; or an equivalent combination of training and experience.

Necessary Special Qualification – Possession of a valid driver license. Possession of a N.C. Commercial Driver's License or the ability to obtain N.C. Commercial Driver's License during probationary period.

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.