

CLASSIFICATION: LICENSING EXAMINER I

Class Code: 5765-14

Date Established: 05-29-64

Occupational Code: 1-1-4

Date of Last Revision: 5-16-13

BASIC PURPOSE: To administer various types of examinations for the purpose of issuing new and renewed motor vehicle or motorcycle licenses to qualified New Hampshire citizens.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Administers computer based examinations and on and off-road skills tests, and conducts pre-trip safety inspections of vehicles or motorcycles driven by examinees.
- Operates eye testing machine, camera equipment and computer testing equipment in the course of conducting examinations and processing applications; maintains security and inventory of equipment.
- Approves or disqualifies applicants for various motor vehicle or motorcycle licenses based on results of examinations, and records pertinent information about the examination.
- Arranges appointments and sets up schedules for applicants; reviews license renewal or original applications and breeder documents for authenticity and eligibility for driver's license.
- Captures images and signatures of applicants and issues driver's licenses, non-driver identification cards and school bus permits.
- Explains application forms, motor vehicle laws, rules, federal regulations and procedures to the public in processing motor vehicle licenses.
- Prepares and submits reports of motor vehicle licensing activities for review by the Division of Motor Vehicle Administration.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in an environment which includes exposure to continuous physical elements or a number of disagreeable working conditions with frequent exposure to minor injuries or health hazards.

Physical Demands: Requires medium work, including continuous strenuous activities such as frequent reaching, bending, or lifting as well as performing work activities which require fine manual dexterity or coordination in operating machines or equipment.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school, or G.E.D. equivalent.

Experience: Three years' experience in instruction, training, customer service, driving work or a related field.

License/Certification:

1. Must possess NH Operator's License and be able to obtain a New Hampshire Class A Commercial Driver's License and Motorcycle License within six (6) months of hire. Licenses must be free of motor vehicle violations that are determined by the Director of Motor Vehicles to be disqualifying.
2. Must maintain Defensive Driving Certification.
3. Must successfully complete the American Association of Motor Vehicle Administrators (AAMVA) Driver Licensing Examiner Certification Program within twelve (12) months of hire, or as scheduled.

SPECIAL REQUIREMENTS:

1. Must be at least 21 years of age at time of appointment.
2. Candidates must undergo a background investigation, including motor vehicle and criminal record checks, to validate suitability for exposure to confidential and financial information.
3. Must successfully complete all aspects of an intensive multi-week training program of classroom and on the job training within the first six (6) months of employment.
4. Must be willing to attend additional training sessions to expand and maintain knowledge of Federal Motor Carrier Regulations and Driver's License regulations.
5. Position requires travel throughout the state and work at various satellite offices and testing locations, as well as work outdoors in adverse weather conditions.
6. May be required to work a flexible schedule including, but not limited to, early morning, evening, and/or weekend hours.

RECOMMENDED WORK TRAITS: Knowledge of the driving laws of the state. Ability to learn licensing procedures and necessary forms. Ability to drive an automobile with sufficient skill to be able to judge the competency of applicants. Ability to understand and carry out oral and written instructions. Ability to prepare reports and records. Ability to establish and maintain harmonious relationships with local and school officials, private driving school officials, other employees and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.