

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 8902600**

<b>Motor Vehicle Field Operations Specialist 1, Grade 18</b>	<b>8902600</b>
<b>Motor Vehicle Field Operations Specialist 2, Grade 23</b>	<b>8902700</b>

Brief Description of Class Series

Motor Vehicle Field Operations Specialists provide technical assistance and training to State and county employees in issuing offices of the Department of Motor Vehicles (DMV). Incumbents develop and deliver training topics and instructional materials that address new DMV practices, malfeasance prevention, detecting fraudulent documents, auditing and funds accounting, and other related program topics. Incumbents also conduct management audits and studies to assess operation compliance and productivity, and advise on improvements and remediation.

Distinguishing Characteristics

*Motor Vehicle Field Operations Specialist 1:* full performance level; reporting to a Motor Vehicle Field Operations Specialist 2, develops and delivers on-site technical assistance and staff development programs; conducts on-site management audits; serves as liaison with elected County Clerks.

*Motor Vehicle Field Operations Specialist 2:* first supervisory level; under the supervision of a Motor Vehicle Program Manager, supervises and coordinates field assignments of two or more Motor Vehicle Field Operations Specialist 1 and other staff; assesses and prioritizes technical training and development needs for State and county office personnel; provides technical and procedural assistance to issuing or central office; oversees County Clerk liaison activities.

Related Classes

Motor Vehicle Program Managers are responsible for operational and policymaking activities within a program area or oversee regional operations of a major program area. They plan, direct, and coordinate operations of their assigned areas. Positions are established within divisions primarily responsible for providing programs and services, and not divisions responsible for administrative functions at DMV.

Motor Vehicle Office Managers are responsible for the overall management of the daily operations of a District Office, directly supervising, monitoring and auditing the identification, licensing, registration, enforcement and, where applicable, testing and investigation activities. Incumbents are also responsible for the delivery of accurate and effective service to the general public, central operating Divisions, County Clerks, local Driver Safety Organizations, federal government agencies and various police and law enforcement agencies.

Supervising Motor Vehicle Representative 1, 2, and 3 have substantial contact with members of the public seeking services or information through supervision of lower level supervisors and/or Motor Vehicle Representatives. The majority of positions are located in various DMV field offices, with smaller numbers assigned to the agency's telephone call centers, plate facilities and specialized Main Office bureaus.

### Illustrative Tasks

#### *Motor Vehicle Field Operations Specialist 1*

Provides procedural/technical assistance to issuing office staff for examining applications and supporting documents, processing driver licenses and registrations, and cashiering and information entry on computers to create license and registration/ownership records, courtroom procedures, entry of pleas, convictions, and license sanctions; and other related business.

Analyzes and evaluates programs and new initiatives for impact on existing programs.

Provides on-site and central office expertise in the design and implementation of processes for programs and initiatives that impact issuing or Traffic Violations Bureau offices.

Identifies policy issues and potential problems or savings that might occur as a result of mandated or proposed changes.

Implements pilot programs to test new procedures or changes to issuing office operating systems; coordinates the implementation of new programs and provides on-site support.

Conducts on-site management audits and productivity improvement studies of local issuing offices to ensure effective public services; prepares written audit reports and provides feedback and recommendations to management.

Assesses the training needs of offices by reviewing existing procedures, analyzing new laws and regulations, and discussing staff and program requirements with program managers.

Writes training manuals and curricula and conducts on-site training programs.

Prepares written materials for dissemination to central office and the field issuing offices on a wide variety of program operations issues, such as emergency processing instructions or changes to existing procedures.

Serves as liaison with elected County Clerks and assists them with the adoption of standards that are mandated by State Motor Vehicle Law, rules, and regulations.

May supervise clerical and program support staff.

### *Motor Vehicle Field Operations Specialist 2*

Supervises two or more Motor Vehicle Field Operations Specialist 1 and other staff.

Coordinates, schedules, and monitors the field activities of subordinate staff.

Oversees and prioritizes the delivery of training programs.

Reviews training programs, including course content, method of presentation, curricula development, training materials and manuals, and identifies and recommends methods for improvement when necessary.

Develops and delivers specialized training courses tailored to meet the unique needs of issuing office and operations staff.

Approves the use of outside vendors for training that cannot be provided by the Department.

Provides technical and procedural support and guidance to issuing office managers and supervisors regarding Motor Vehicle programs and legislative mandates that may be of a more complicated sensitive nature.

Ensures that a full level of coverage is provided for monitoring and training activities when new programs are implemented.

Conducts field visits and reviews field reports prepared by Motor Vehicle Field Operations Specialists 1 to determine needs of specific offices.

Acts as liaison between the central office and issuing offices in the design and implementation of processes for new and revised programs which impact office operations.

Represents the Department at meetings with issuing offices staff and elected officials; Monitors liaison activities with County Clerks related to county issuing office compliance with the State Motor Vehicle Law, the Commissioner's Regulations, and procedural changes.

Prioritizes and provides technical assistance to subordinate staff in the conduct of management audits and productivity improvement studies, reviews subordinates' recommendations for issuing offices' specific needs.

Negotiates with central office divisions regarding requests for changes, enhancements, and corrections to systems that impact issuing office transactions processing.

Serves as a resource and consultant to other central office divisions regarding the implementation of legislative mandates, regulations, policies and Departmental priorities.

Drafts program status reports for management and recommends alternative or new programs when appropriate.

### Minimum Qualifications

#### *Motor Vehicle Field Operations Specialist 1*

Promotion: one year of service as a Supervising Motor Vehicle Representative 1 or Supervising Motor Vehicle Representative 2.

#### *Motor Vehicle Field Operations Specialist 2*

Promotion: one year of service as a Motor Vehicle Field Operations Specialist 1.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 12/2020

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