



# DC Government Career Opportunities

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**Job Title:** Legal Instrument Examiner (DMV)

**Requisition Number:** JO-1505-2462

**Grade:** 06

**Salary Range:** \$35,938.00 - \$47,215.00

**Promotion Potential:** Yes

**Agency:** Motor Vehicles, Department of

**Location:** 95 M Street SW (SW DMV)

**Area of Consideration:** Open to the Public

**Opening/Closing Date:** 5/21/2015 - 6/4/2015

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## Job Summary

Tour of Duty: Rotating Shifts

Duration of Appointment: Career Service Permanent

Collective Bargaining Unit (Union): This position is in the collective bargaining unit represented by AFGE Local 1975 and the incumbent may be required to pay an agency service fee through direct payroll deduction.

Promotion Potential: CS-07/08/09

Location: Various Locations

Number of Vacancies: Several

This position is located in the Service Centers throughout the Department of Motor Vehicles. Incumbent supports customer transactions in all areas of the Department's Service Center operations. These transactions include first time vehicle registration, registration renewal, learner's permits, driver's permit and renewals, commercial operator's permit, nondriver identification cards, residential parking permits (RPP), reciprocity parking permits, title transactions and related administrative support functions; and ticket processing support, contesting, hearings, appeals and other support functions. Under the guidance of the supervisor or a senior examiner, response to questions and queries from the public. Works as scheduled in the transaction areas that consist of the information desk, customer service windows, license exam rooms and hearing sections. Brings errors, inconsistencies and/or irregularities to the attention of the supervisor.

Conducts basic research to provide appropriate response to inquiries from the public. Inspects documents for authenticity and acceptability. Serves at the information counter and accepts customer questions and requests. Accepts, researches and

response to ad-hoc questions from the public and refers complex issues to the supervisor or higher senior examiner.

Provides information about the rules and regulations orally and in writing. Employs pertinent rules and regulation in layperson terms, including international and other non-standard documentation.

With assistance, conducts examinations of more than one type of legal instrument and associated supporting documents to determine proof of identity, birth date, proof of residence, proof of social security number, proof of insurance, and other eligibility requirements for the products and services of the Department.

Serves notice and reviews and receives documents concerning notices of suspensions, revocations and cancellation of licenses. Advises an applicant who cannot prove eligibility of additional documentation is required. Provides the public with and explains the use of, forms and applications for transactions.

Conducts transactions that arrive from various service channels, including walk-in, mail-in, Internet, Interactive Voice Response (IVR), drop box, fleet/government and dealers.

Processes daily walk-in, mail-in and scheduled hearings, and prepares required daily forms. Schedules and reschedules hearings of contested cases and coordinates scheduling of police, other authorized ticket writers, and witnesses with respondent's availability. Logs and disseminates hearing decisions, expeditiously logs dispositions of hearings into the Department's computer system and prepares daily tally. Maintains complete and accurate records of all products and documentation issued and destroyed.

Administers eye tests and validates eye reports for individuals that fail an eye exam. Validates doctor's certification and determines proper license restrictions.

Maintains account balances and performs drawer and account closeout procedures on a daily or more frequent basis as required. Accepts transaction payments, including excise taxes, via accepted payment methods. Conducts transactions accurately and honestly. Brings errors, inconsistencies, and/or irregularities to the attention of a supervisor.

Issues applications and Q-matic numbers to walk-in customers. Examines documents to determine authenticity and eligibility for District of Columbia Department of Motor Vehicle transactions.

Performs other related duties assigned.

#### **Qualifications**

Knowledge of the DC Department of Motor Vehicle's regulations, interpretive materials, procedures, and processes established by the department; and skills in applying this knowledge to conduct examinations of legal instruments and associated supporting documents, including legal and technical terminology.

Knowledge of a wide assortment of documents to certify authenticity to guard against the acceptance of forged or counterfeit documents.

Knowledge of tax rates and laws regulating excise tax and exemptions, titling and registration requirement of other jurisdictions.

Ability to perform data entry, search, update and print functions and general ability to operate a computer terminal and peripheral equipment.

Ability to communicate, both orally and in writing, effectively in a patient and courteous manner and apply tact and de-escalation techniques to overcome intense and sometimes hostile situations.

Time-In-Restrictions: Time in grade restrictions must be met by the closing date of this vacancy announcement.

#### **Licensures, Certifications and other requirements**

**None**

**Education**

High School Diploma or GED.

**Work Experience**

4 (four) plus years of relevant work experience, or an equivalent combination of education and experience.

**Work Environment**

The environment involves the everyday risks or discomforts associated with the office settings. May include regularly scheduled weekend hours.

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