

## Job Description

**Job Title:** Supv Legal Instrument Examiner  
**Job ID:** 23462  
**Location:** GEORGETOWN PARKS  
**Full/Part Time:** Full-Time  
**Regular/Temporary:** Regular

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### General Job Information

"Pay Plan, Series & Grade: MS-0963-11

Salary Range: \$58,442 - \$81,819

Agency: KV- Department of Motor Vehicles

Area of Consideration: Agency Employees Only

Opening Date: October 28, 2013

Closing Date: November 12, 2013

Duration of Appointment: Management Supervisory Service 'AT WILL'

Number of Vacancies: One (1)

Promotion Potential: None

Tour of Duty: Rotating Shifts

Collective Bargaining Unit (Non-Union): This position is not in a collective bargaining unit.

### Duties

**Brief Description of Duties:** This position is located within one of the Service Centers operations of the department. The incumbent will work in a matrixed organization and be cross trained in the functions of each administration. The administrations consists of functions involving vehicle titling, vehicle registration, driver's licensing and identification and ticket hearing support. The incumbent serves as the primary point of contact between front-line employees and management, with primary responsibility for ensuring the integrity, effectiveness and efficiency of the quality of customer service provide by DMV employees. The incumbent is responsible for planning, evaluating, and supervising activities and staff at the customer service facilities. The incumbent will be working in stressful environments where superior customer service will be utilized.

### Qualifications

**Specialized Experience:** Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

**Substitution of Education:** A substitution of education for required experience will be allowed as defined in OPM's Qualification Standards. However, in order to receive credit, applicants must submit official proof of educational attainment at the time of application.

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

### **Ranking Factors**

**Submission of Ranking Factors:** The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors. Please respond specifically to the ranking factor(s) by either typing directly into the free form area provided or by pasting from a text document. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that include the degree to which you possess the job related knowledge, skills and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

**Ranking Factor #1:** Comprehensive knowledge of, and skill in interpreting governing laws, regulations and standards. Knowledge of, and skill in applying comprehensive legal regulations, techniques, and procedures that are not readily understood. Examples include knowledge related to licensing, driver support services, titling, registration, administrative hearings and hearing support.

**Ranking Factor #2:** Knowledge of a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems.

**Ranking Factor #3:** Superior customer service skills and accustomed to working in an environment where customer's needs determine workflow and processes. Ability to function in a fast-paced customer-focused, stressful environment using flexibility, humor and "out of the box" thinking and strategies.

**Ranking Factor #4:** Knowledge of, and skill in applying data analysis and other techniques to improve processes and procedures and solve problems.

**Ranking Factor #5:** Skill in using both oral and written communication to resolve complex technical and public relations problems. Ability in establishing strong working relationship with management in recommending and implementing solutions to resolve customer service issues.

### **Conditions of Employment**

**Other Significant Factors (At-Will):** At-will employment applies to the Management Supervisory Service (MSS). All positions and appointments in the MSS serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

### **Employment Benefits**

**Employee Benefits:** Selectee will be eligible for health and life insurance, annual (vacation) and sick leave and will be covered under the District of Columbia government's retirement plan. However, if selectee was previously employed in the District of Columbia government under an appointment for which he/she was eligible for Civil Service Retirement (CSR), contributions to CSR will resume upon re-employment.

### **Residency Preference**

A person applying for a position in the Career Service, Educational Service, Management Supervisory Service, an attorney position in the Legal Service (series 905) other than in the Senior Executive Attorney Service (SEAS), who is a bona fide District resident **AT THE TIME OF APPLICATION** for the position, may be awarded a 10-point residency preference over non-District applicants, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

### **Information to Applicants**

**Veterans Preference:** Applicants claiming veterans preference must submit official proof at the time of application.

**Drug-Free Workplace:** Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statute occurring in the workplace.

### **How to Apply**

**Where to Apply (Judiciary Square):** Applications must be submitted online. You can obtain assistance by visiting the D.C. Department of Human Resources (DCHR) Job Center located in the South Lobby at 441 4th Street, NW, Washington, D.C. 20001 or by visiting one of our partner agencies. **Career Opportunities Site Locations** All questions and inquiries should be directed to HR Answers at (202) 442-9700.

**Disposition of Resume:** Resumes received outside the area of consideration and/or after the closing date will not be given consideration. You must resubmit your resume to receive consideration for any subsequent advertised position vacancies. For the purpose of employment, resumes are not considered job applications. Therefore, the submission of an online job application is required in order to be considered.

An email notification of receipt serves as confirmation that your application submission was received.

**Contact Information:** All inquiries related to employment and job applications should be directed to HR Answers at (202) 442-9700

**How to Apply:**

1. Applications for this vacancy announcement must be submitted online at [www.dchr.dc.gov](http://www.dchr.dc.gov) for consideration.
2. It is recommended for applicants to use the following web browsers when completing an application: Internet Explorer 8 (or a later version) and Firefox 4.2 (or a later version).
3. Applicants are encouraged to save application information frequently, minimally every 20 minutes, to avoid loss of data.
4. Please visit [www.dchr.dc.gov](http://www.dchr.dc.gov) to locate partner agencies and community based organizations that provide computer and internet access.

### **Closing Statement**

**Job Offers:** Official Job Offers are made by the Office of Human Resources Only.

**Equal Opportunity Employer:** All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

**Notice of Non-Discrimination:** In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act.

Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**EEO Statement:** The District of Columbia Government is an Equal Opportunity Employer.

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