



## **Motor Vehicle Representative**

**Exam Code: 8PB47**

**Department:** Department of Motor Vehicles

**Exam Type:** Departmental, Open

**Final Filing Date:** Continuous

**This is a continuous online multiple choice exam and is available at any time, 24 hours a day, 7 days a week.**

**In the event that you receive a “heavy load” error message when trying to log on, please log off and try again later.**

**When applying for this examination, we encourage you to select all Employment Types (tenure and time base) options to be considered for the maximum number of vacancies.**

### **CLASSIFICATION DETAILS**

**Motor Vehicle Representative – salary per month:**

Range A \$2,773-\$3,467

Range B \$2,979-\$3,725

Range C \$3,207-\$4,019

View the [classification specification](#) for the Motor Vehicle Representative classification.

### **APPLICATION INSTRUCTIONS**

**Final Filing Date:** Continuous

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **twelve (12)** months.

**How To Apply:**

The link to connect to the online multiple choice exam is located farther down on this bulletin in the “Taking the Exam” section.

**Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, please contact:

California Department of Human Resources  
Examination and Selection Services Section  
1-866-844-8671  
California Relay Service (7-1-1)  
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

**MINIMUM QUALIFICATIONS**

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California State civil service will count toward experience.

Pursuant to California Government Code Section 1040, fingerprint/criminal record clearance is required for these positions and to be eligible for appointment.

**Either I**

One year of experience in the California state service [performing clerical duties at a level of responsibility equivalent to an Office Assistant \(General\).](#)

**Or II**

Experience: One year of experience performing [clerical](#), cashiering, sales clerk, or customer service work. (Academic education above the twelfth grade may be substituted on the basis of one year of general education being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before being eligible for appointment.) **and**

Education: [Equivalent to completion of the twelfth grade.](#)

## POSITION DESCRIPTION

Under direction, incumbents interpret, apply, and explain provisions of the California Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers; registering and titling of vehicles and vessels; licensing of vehicle dealers, manufacturers, and dismantlers; the performance of post-licensing functions related to problematic drivers; and perform other related work. Incumbents typically work with customers in a fast-paced environment in departmental field and driver safety offices, call centers, or headquarters' processing units and assist the public in the issuance of identification cards, driver and occupational licenses, motor carrier permits, and the registration and titling of vehicles.

This is a multi-range classification. Incumbents with twelve months or less in the classification perform the least complex duties related to all processes in vehicle registration, titling, and/or driver license/identification. As they gain more time in the classification, and in accordance with established procedures, incumbents are assigned progressively more complex and difficult transactions duties in a variety of areas.

**Positions exist statewide.**

## EXAMINATION SCOPE

This examination consists of the following components:

**Online Multiple-Choice Examination: 100%** of the final score.

A final score of 70% must be attained to be placed on the eligible list.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

### **Knowledge of:**

1. Modern office methods and equipment.

### **Ability to:**

1. Read, write, and understand English at a level required for successful job performance.
2. Learn, apply, interpret, and explain provisions of governmental rules and department procedures and policy.
3. Follow oral and written directions.
4. Evaluate situations accurately and take effective action.
5. Interpret and apply rules and regulations to specific cases.

6. Perform cashiering work of average difficulty involved in receiving, disbursing, and receipting of monies.
7. Operate various electronic office equipment.
8. Input information accurately and efficiently into various databases.
9. Meet and deal tactfully with the public.

## ELIGIBLE LIST INFORMATION

A departmental, open eligible list for the **Motor Vehicle Representative** classification will be established for:

### Department of Motor Vehicles

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of the date the competitor takes the exam. Eligibility expires **twenty-four (24) months** after the date the competitor takes the exam.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, they shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits do not apply to this examination.

## EXAMINATION INFORMATION

The online multiple choice exam for the Motor Vehicle Representative consists of the following three (3) test sections:

1. Written Communication
2. Arithmetic Calculations
3. Reading Comprehension

**Calculator Usage** – Basic hand-held calculators will be permitted; however, they will **not** be provided by the Department of Motor Vehicles.

## PREPARING FOR THE EXAMINATION

This is a 120 minute timed examination. There is no way to pause, stop, or reset the timer once you start. Please ensure you have the full 120 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 120 minute timed examination, it is recommended you do not take the examination until you are able to do so.

**Written Communication** – This test section is designed to assess your knowledge and skill in constructing sentences and in using correct grammar, spelling, word usage, and sentence structure.

**Arithmetic Calculations** – This test section is designed to assess your mathematical and cashing skills related to calculating monetary charges, counting money, and making change. Basic hand-held calculators will be permitted; however, they will not be provided by the Department of Motor Vehicles.

**Reading Comprehension** – This test section is designed to assess your skill in reading, comprehending, and applying written information. You will be asked to interpret and apply information contained in a variety of written materials.

## TESTING DEPARTMENTS

Department of Motor Vehicles

## CONTACT INFORMATION

Questions regarding this examination should be directed to:

### Department of Motor Vehicles

Main Phone Line - 916-657-7553

TTY Line – 1-800-735-2929

## EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

## DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

## GENERAL INFORMATION

Examination / Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

## **TAKING THE EXAMINATION**

This is a 120 minute timed examination. There is no way to pause, stop or reset the timer once you start. Please ensure you have the full 120 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 120 minute timed examination, it is recommended you do not take the examination until you are able to do so.

Take the [Online Multiple Choice exam](#) for the **Motor Vehicle Representative** classification.