



**NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – Suite G2
Lockport, New York 14094-2740**

*Malcolm A Needler
Personnel Officer
(716) 438-4071*

MOTOR VEHICLE REPRESENTATIVE II

If you applied for this exam last year, you do not need to re-apply

No 71-707 Promotional Examination

Salary Range: \$21.82 - \$25.55

The examination will be held to establish an eligible list used to fill any vacancies in the Niagara County Clerk's Office that may occur during the life of the list. **The list established from this exam will supersede any existing list for this title.**

PROMOTIONAL QUALIFICATIONS AT TIME OF EXAM:

One (1) year of permanent competitive status as a Motor Vehicle Representative in the County Clerk's Office immediately preceding the date of examination.

PROMOTIONAL QUALIFICATIONS AT TIME OF APPOINTMENT:

Two (2) years of permanent competitive status as a Motor Vehicle Representative in the County Clerk's Office immediately preceding the date of appointment.

SENIORITY CREDIT: Seniority is based on the length of continuous permanent classified service in the jurisdiction in which promotion is sought, with points added to an eligible candidate's passing score for each appropriate five-year period or fraction thereof in accordance with the following schedule:

| | |
|------------------------------|----------|
| Less than 1 year | 0 points |
| 1 year up to 6 years | 1 point |
| Over 6 years up to 11 years | 2 points |
| Over 11 years up to 16 years | 3 points |
| Over 16 years up to 21 years | 4 points |
| Over 21 years up to 26 years | 5 points |

DUTIES: Supervises the operations of a branch office of the County Motor Vehicle Bureau. Employees of this class are responsible for reviewing the work performed by Motor Vehicle Representatives in a branch office of the Motor Vehicle Bureau and acts in place of the assigned Deputy County Clerk. This work entails some degree of independent judgment in analyzing more difficult technical questions and exercising supervision. Public contact is an inherent aspect of the responsibilities of positions in this class. The incumbent works under the general supervision of a Deputy County Clerk. Does related work as required.

NOTICE TO CANDIDATES: The use of calculators is **RECOMMENDED**. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

FEE WAIVERS: Waivers for the filing fee must be completed in full and submitted with required supporting documentation or your application will be disapproved.

**APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.
YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.**

FILING DEADLINE

JANUARY 11, 2021

A **non-refundable \$15.00 application fee** is required.
Apply and pay online or submit a check or money order
payable to: **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: December 14, 2020

EXAMINATION DATE

MARCH 6, 2021

SUBJECT OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Customer service:** These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.
2. **Office management:** These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.
3. **Supervision:** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
4. **Understanding and interpreting written material based on the Vehicle and Traffic law, rules and regulations:** These questions test for the ability to read, understand and interpret various provisions of the above named law, rules or regulations. This part of the test will contain several reading selections based on or extracted from a passage of legal text. The candidate must read each selection and then answer one or more questions based upon it. All factual information needed to answer these questions is contained in the reading selections. No prior knowledge of that information is necessary to answer the questions correctly.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

CANDIDATES NOTE: You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangement for taking all tests at one test site. All examinations for positions in State government will be held at a State Examination Center.

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Please review [**IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES**](#)

Niagara County Civil Service #2020-47