



DEPARTMENT OF MOTOR VEHICLES CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. 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 LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DIVISION: EXECUTIVE
POSITION TITLE: CEA 5, CHIEF OF OPERATIONS
SALARY: \$9,544 to \$10,520
FINAL FILING DATE: FEBRUARY 24, 2012

POSITION DESCRIPTION

Under direction of the Director, the Chief of Operations, Department of Motor Vehicles (DMV), works with the Deputy Directors in directing the activities of Administrative Services Division (ASD), Communication Programs Division (CPD), Field Operations Division (FOD), Information Services Division (ISD), Investigations Division (INV), Legal Affairs Division (LAD), Licensing Operations Division (LOD), Motor Carrier Division (MCD), and Registration Operations Division (ROD); provides oversight of DMV's significant statewide programs including driver licensing, vehicle and boat registration, driver safety, occupational licensing and regulation, and motor carrier licensing and regulation; and addresses current and emerging issues of significant interest, such as licensing of drivers with diminished driving skills, driving privileges for undocumented immigrants, prevention of identity theft and fraudulent documents, reducing field office lines or waiting periods, and other issues.

Additionally, the Chief of Operations:

- Assists the Director in formulating and implementing DMV policy in program and key administrative areas.
- Develops and recommends to the Director short- and long-range objectives and coordinates and assures responsibility for achieving the objectives in position's area of responsibility.
- Reviews, adjusts, and submits to the Director operating plans and budgets for ASD, CPD, FOD, ISD, INV, LAD, LOD, MCD, and ROD.
- Supervises and provides guidance to nine Deputy Directors regarding achievement of divisional goals.
- Develops and oversees the development of plans and strategies to advise the Director on significant operational policy issues.
- Develops, evaluates, and proposes organizational changes and management plans.
- Informs the Director of major administrative support related matters affecting departmental plans and policies to obtain advice, guidance, or authorization as required.
- As assigned, represents the Director at meetings with the legislature, state control agencies, and interest groups.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature with two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

KNOWLEDGE AND ABILITIES

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

- (1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.
- (2) Ability to plan, organize, and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation, and/or evaluation of program policies (experience may have been paid or volunteer in the State service, other governmental settings, or a private organization):

KNOWLEDGE AND ABILITIES, CONTINUED

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience, which has included substantial responsibility for a combination of management functions such as program planning, policy formulation, organization coordination and control, and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATIONS

The following desirable qualifications are critical factors in job success for this CEA position. You must provide specific examples for each desirable qualification.

1. Describe your experience and ability to formulate and implement department/program policies.
2. Describe your strong leadership and management team experience, demonstrating an ability to create a clear vision, set goals, objectives, and expectations, encourage leadership and initiative at all levels, and use sound judgment in managing complex and varied programs.
3. Describe your experience developing solutions for departmental business needs through the use of emerging technologies, non-traditional service delivery methods, and/or other innovative business models.
4. Describe your knowledge of and experience with budget planning and fiscal accountability.
5. Describe your experience and methods used to motivate and inspire staff to embrace changes in ongoing service delivery models and departmental business practices.
6. Describe your interpersonal skills including your ability to work collaboratively with all levels within and outside the department.
7. Describe your ability to analyze and solve complex problems and make decisions involving varied levels of ambiguity and risk.
8. Describe your ability to effectively communicate orally and in writing with all levels within and outside the department.

EXAMINATION INFORMATION

The Standard State Application (STD. 678) and Statement of Qualifications will be reviewed by a screening committee. Using predetermined evaluation criteria based on the minimum and desirable qualifications, applicants will be competitively ranked according to their education, training, experience, knowledge, abilities, and skills.

EXAMINATION INFORMATION, CONTINUED

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The results of this examination will be used only to fill the position of **CEA 5, Chief of Operations, Executive Division** with the Department of Motor Vehicles and may be used to fill subsequent vacancies for this position for a period of up to 12 months. Standard State Applications (STD. 678) will be retained for 12 months. The department may elect to consider new applicants in addition to those previously screened.

FILING INSTRUCTIONS

Interested applicants must submit both 1 and 2 below by the final filing date (Applicants who fail to submit both items will be disqualified from the examination):

- 1. A completed Standard State Application (STD. 678)**, which includes civil service titles and dates of experience.
- 2. A Statement of Qualifications.** The Statement of Qualifications:
 - Is a narrative discussion of how your education, training, experience, knowledge, abilities, and skills meet the minimum and desirable qualifications and qualify you for the position.
 - Is your written presentation to the examination panel.
 - Must give specific examples for each of the desirable qualifications.
 - Serves as documentation of your ability to present information clearly and concisely in writing.
 - Must be typed.
 - Must be no more than two pages in length, with font no smaller than 10 point.

Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.

Resumes do not take the place of the Statement of Qualifications.

Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application (STD. 678).

The Standard State Application (STD. 678) and Statement of Qualifications must be submitted by the final filing date:

By mail to:

Department of Motor Vehicles
Attn: Cynthia Keisler – CEA
Selection and Certification Unit
P.O. Box 932315 – Mail Station G208
Sacramento, CA 94232-3150

Or In Person to:

Department of Motor Vehicles - Selection
and Certification Unit
Attn: Cynthia Keisler – CEA
2570 24th Street
1st Floor Lobby - Examination Drop Box
Sacramento, CA 95818

FILING INSTRUCTIONS, CONTINUED

Standard State Applications (STD. 678) and Statement of Qualifications must be received by the final filing date. You may fax a copy of your Standard State Application (STD. 678) and Statement of Qualifications to ensure receipt by the final filing date to the Selection and Certification Unit, Cynthia Keisler, at (916) 657-5848. Faxed copies must be followed up by the originals postmarked **no later than the final filing date** to the address indicated above.

Standard State Applications (STD. 678) and Statement of Qualifications delivered in person must be placed in the **Examination Drop Box by 5:00 p.m. on the final filing date.** Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the Standard State Application (STD. 678). You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this competitive examination. Possession of the entrance requirements does not ensure a place on the eligible list. Your performance in the examination, described on this bulletin, will be compared to an established rating criteria. All candidates who pass will be ranked according to their scores.

The **Department of Motor Vehicles** 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 the civil service laws and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

California Relay (Telephone) Service for the Deaf or Hearing Impaired: From TDD phones: (800) 735-2929, from voice phones: (800) 735-2922

Classification Specifications Located at: <http://www.dpa.ca.gov/>

BULLETIN RELEASE DATE: January 19, 2012