



PROMOTION EXAMINATION

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
37-820 Senior Automotive Facilities Inspector	20	\$59,108	\$20
37-821 Supervising Automotive Facilities Inspector	M-1	\$72,429	\$25

Written Test To Be Held
JANUARY 21, 2017

Applications MUST Be Submitted or Postmarked By
DECEMBER 7, 2016

ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>

Promotion examination open to all qualified employees of the New York State Department of Motor Vehicles.

MINIMUM QUALIFICATIONS: On or before January 21, 2017, you must be a qualified employee of the New York State Department of Motor Vehicles and have had three months of permanent competitive or 55-b/55-c service as a:

For No. 37-820: Automotive Facilities Inspector, Automotive Facilities Inspector (Various Language Parenthetics), Automotive Facilities Inspector Trainee, Automotive Facilities Inspector Trainee (Various Language Parenthetics), Vehicle Safety Technical Analyst 1, Body Repair Inspector, Body Repair Inspector Trainee, Body Repair Inspector (Various Language Parenthetics) or Body Repair Inspector Trainee (Various Language Parenthetics).

For No. 37-821: Senior Automotive Facilities Inspector, Vehicle Safety Technical Analyst 2, or Supervisor Consumer and Facility Services.

Only the title(s) listed is qualifying for this examination(s).

If you were permanently appointed to a qualifying title on or before October 21, 2016, and have served continuously in this title since that date, you are eligible to file for this examination.

QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST: After one year of the service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list. Trainees must complete one year of qualifying service in the journey level title to be qualified for appointment from the eligible list.

Travel Requirements: Appointment to certain positions requires extensive travel within a designated area of assignment. Appointees to these positions may be required to operate a motor vehicle or otherwise demonstrate their capacity to meet the transportation needs of the job. If the position requires that you operate a motor vehicle, you must possess a driver's license valid in New York State at the time of appointment and continuously thereafter. Field work and travel expenses are reimbursed on a fixed schedule.

Important: As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was **NOT** received by the Department of Civil Service. **No late applications will be accepted after the filing deadline has passed.**

SUBJECT OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment. The written test is designed to test for knowledge, skills, and/or abilities in such areas as:	For Examination Nos.	
	37-820	37-821
1. Knowledge of Parts 78, 79, and 82 of the Commissioner's Rules and Regulations* - These questions will test for knowledge of regulations relating to vehicle safety and emissions inspections, motor vehicle dealers and motor vehicle repair shops.	X	X
2. Preparing written material - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.	X	X
3. Understanding and interpreting written material - These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.	X	X
4. Inspection and investigative techniques - These questions test a candidate's ability to select the proper course of action in situations which might occur during inspections and investigations. These questions may cover areas such as investigative interviewing, presentation of evidence, attitude factors, integrity and sound judgment in dealing with complaints, irregularities and violations.	X	
5. Maintenance and repair of motor vehicles - These questions test for knowledge of the operating characteristics of the various mechanical and electrical components of motor vehicles and diagnostic practices involved in the maintenance and repair of these components.	X	
6. Maintenance and repair of motor vehicles, including automotive body repair work and appraising automotive body repair - These questions test for knowledge of the operating characteristics and diagnostic practices involved in the maintenance and repair of various mechanical and electrical components of motor vehicles and the typical procedures used in appraising and performing autobody repair work.	X	
7. 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.	X	
8. Educating and interacting with the public - These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.		X

SUBJECT OF EXAMINATION (continued):	For Examination Nos.	
	37-820	37-821
9. Administration - These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.		X
10. Administrative supervision - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.		X

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Rank on the eligible list will be determined after adding any wartime veterans' credits to your final passing score.

*The Commissioner's Rules and Regulations can be found on the public DMV website at <https://dmv.ny.gov/about-dmv/about-dmv-regulations>. Candidates should study ONLY from the website version of the Commissioner's Rules and Regulations, as the test material is based on this version.

CREDIT FOR SENIORITY: Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

DUTIES: As a **Senior Automotive Facilities Inspector**, under general supervision, you would be responsible for the supervision of a group of Automotive Facilities Inspectors and Body Repair Inspectors assigned to one of the field regions and for the distribution of field work assignments to ensure the assigned area is adequately covered. In assigning work, you would review any difficult assignments involving compliant investigations, inspections, motor vehicle dealers, repair shops, body repair shops, or vehicle dismantlers with the Automotive Facilities Inspectors and Body Repair Inspectors; in some cases, you may personally conduct or actively assist in completing a complex or sensitive assignment. As a Senior Automotive Facilities Inspector, you would provide direct supervision and assistance in the field; review completed assignments by staff members to ensure accuracy and uniformity; and train new inspectors in the provision of the Vehicle and Traffic Law, the Commissioner's Regulations, other motor vehicle, motorcycle, and special applications, and inspection and investigation techniques. You would periodically observe the work of the Automotive Facilities Inspectors and Body Repair Inspectors to ensure uniform work standards and objective evaluations. Senior Automotive Facilities Inspectors may be required to address industry and consumer groups or to testify in motor vehicle hearings or in civil and criminal courts. You would be required to routinely work on laptop or desktop computers. You would also be required to work with various DMV-specific computers software programs and to analyze data from those programs. Senior Automotive Facilities Inspectors may act in the absence of the Supervising Automotive Facilities Inspector on an as needed basis.

As a **Supervising Automotive Facilities Inspector**, under general supervision, you would be in charge of a regional office with a staff of Body Repair Inspectors, Automotive Facilities Inspectors, Senior Automotive Facilities Inspectors and clerical staff. Your office and staff would be engaged in the evaluation and inspection of motor vehicle dealers, transporters, repair shops, vehicle dismantlers, scrap processors, inspection stations, and other motor vehicle regulated businesses under the provisions of the New York State Vehicle and Traffic Law and the Commissioner's Rules and Regulations. You would be responsible for the daily operation of your region and, as such, make many independent decisions and respond to media inquiries. You would analyze and evaluate the investigation and inspection activities within your region and recommend changes in program emphasis or new ideas to update or improve the program. You would also confer with the Senior Automotive Facilities Inspectors and review in detail their reports, operations, and procedures for the effective and efficient administration of the program. You would address industry and consumer groups. You would assist the Division and other Bureau heads in modifying and improving the standards established to regulate the automotive industry including record keeping, facility adequacy, equipment performance, quality of repairs, and conditions for determining gross negligence in repair as well as gross overcharging. You might also testify in motor vehicle hearings or in civil or criminal court.

Important: The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. Click on "Promotion Examinations." NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

ADDITIONAL INFORMATION

ELIGIBILITY FOR EXAMINATION: To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

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 to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.