



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424

www.ontariocountyny.gov ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

SENIOR MOTOR VEHICLE SERVICES REPRESENTATIVE

Civil Service Exam held in Ontario County
(Promotional)

Exam Date
October 18, 2025

Exam Number
70011-690

Application Deadline
September 22, 2025

Pay Rate: Ontario County 2025 salary range: \$51,558 - \$65,559 (\$26.44 - \$33.62/hr).

Vacancy: The Ontario County Department of Motor Vehicles currently has one (1) vacancy which will be filled from the Eligible List resulting from this examination.

This examination is being held to establish an Eligible List to fill future vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from this Eligible List. If an eligible accepts a Contingent-Permanent appointment their name will be removed from the Eligible List only for the department or agency in which she/he received the Contingent-Permanent appointment. Once appointed, there will be a probation period of 8 to 26-weeks based on performance of duties.

➤ It is the applicants' responsibility to clearly show that they meet the **minimum qualifications** for the position.

Qualifications: County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

Minimum Qualifications: On or before the examination date, candidates must possess Permanent Competitive status in the position of Motor Vehicles Services Representative for two (2) year(s) in the Ontario County Department of Motor Vehicles.

In accordance with Civil Service Law, Section 52.10(a) which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion examination.

Qualifying Experience for Appointment: Successful candidates will be eligible for appointment from the eligible list when they meet the time described in the minimum qualifications above.

In accordance with Civil Service Law, Section 52.10(b) which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title that an employee needs to meet for appointment from an eligible list.

Special Requirement for Appointment: At time of appointment, per compliance with Section 7209 of the Intelligence Reform and Terrorism Prevention Act of Two Thousand Four, Public Law 108-458, and procedures promulgated thereto by the Department of Homeland Security for issuance of Enhanced Drivers Licenses (EDLs) or identification cards, candidates must be a citizen of the United States and will be required to undergo a State and Federal criminal background check which includes fingerprinting prior to completion of their probationary period. Failure to meet the standards of the HAZMAT criteria for the background investigation set forth in Title 49 Code of Federal Regulations (CFR) Section 1572.103, standards for CDL examiner training and record checks set forth in Title 49 Code of Federal Regulations (CFR) Section 348.228 and standards for REAL ID background check for covered employees set forth in Title 6 Code of Federal Regulations (CFR) Section 37.45, may result in disqualification.

Disqualifying criteria per Title 49 Code of Federal Regulations (CFR) Section 384.228 regarding CDL test examiner training and record checks:

- (3) Criteria for not passing the criminal background check must include at least the following:
- (i) Any felony conviction within the last 10 years; or
 - (ii) Any conviction involving fraudulent activities.

Permanent disqualifying criminal offenses and interim disqualifying criminal offenses per Title 49 Code of Federal Regulations (CFR) Section 1572.103 regarding HAZMAT and Title 6 Code of Federal Regulations (CFR) Section 37.45 regarding REAL ID:

(a) Permanent disqualifying criminal offenses. An applicant has a permanent disqualifying offense if convicted, or found not guilty by reason of insanity, in a civilian or military jurisdiction of any of the following felonies:

- (1) Espionage or conspiracy to commit espionage.
- (2) Sedition, or conspiracy to commit sedition.
- (3) Treason, or conspiracy to commit treason.
- (4) A federal crime of terrorism as defined in 18 U.S.C. 2332b(g), or comparable State law, or conspiracy to commit such crime.
- (5) A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U.S.C. 70101. The term "economic disruption" does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.
- (6) Improper transportation of a hazardous material under 49 U.S.C. 5124, or a State law that is comparable.
- (7) Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C. 232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C. 921(a)(4) and 26 U.S.C. 5845(f).
- (8) Murder.
- (9) Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportation system, or an infrastructure facility.
- (10) Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable State law, where one of the predicate acts found by a jury or admitted by the defendant, consists of one of the crimes listed in paragraph (a) of this section.
- (11) Attempt to commit the crimes in paragraphs (a)(1) through (a)(4).
- (12) Conspiracy or attempt to commit the crimes in paragraphs (a)(5) through (a)(10).

Special Requirement for Appointment: (continued on page 3)

Special Requirement for Appointment: (continued):

(b) Interim disqualifying criminal offenses.

- (1) The felonies listed in paragraphs (b)(2) of this section are disqualifying, if either:
 - (i) the applicant was convicted, or found not guilty by reason of insanity, of the crime in a civilian or military jurisdiction, within seven years of the date of the application; or
 - (ii) the applicant was incarcerated for that crime and released from incarceration within five years of the date of the application.
- (2) The interim disqualifying felonies are:
 - (i) Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C. 921(a)(3) or 26 U.S.C. 5 845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21.
 - (ii) Extortion.
 - (iii) Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime described in paragraphs (a) or (b) of this section. Welfare fraud and passing bad checks do not constitute dishonesty, fraud, or misrepresentation for purposes of this paragraph.
 - (iv) Bribery.
 - (v) Smuggling.
 - (vi) Immigration violations.
 - (vii) Distribution of, possession with intent to distribute, or importation of a controlled substance.
 - (viii) Arson.
 - (ix) Kidnapping or hostage taking.
 - (x) Rape or aggravated sexual abuse.
 - (xi) Assault with intent to kill.
 - (xii) Robbery.
 - (xiii) Fraudulent entry into a seaport as described in 18 U.S.C. 1036, or a comparable State law.
 - (xiv) Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable State law, other than the violations listed in paragraph (a)(10) of this section.
 - (xv) Conspiracy or attempt to commit the crimes in this paragraph (b).

(c) **Under want, warrant, or indictment.** An applicant who is wanted, or under indictment in any civilian or military jurisdiction for a felony listed in this section, is disqualified until the want or warrant is released or the indictment is dismissed.

Anticipated Eligibility: Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

Job Description: This class is responsible for performing tasks involved in the daily audit of previously processed motor vehicle transactions and transmittal of those documents to the State. Incumbent will frequently be called upon to deal directly with the public exercising good judgment in resolving problems. Duties of this position are performed under the direct supervision of the Assistant Deputy County Clerk. Incumbent of this class shall provide technical supervision to other Motor Vehicle Service Representatives under the direction of, or during the absence of, the Assistant Deputy County Clerk, Deputy County Clerk or County Clerk. Does related work as required.

Subjects of Examination: A test designed to evaluate knowledge, skills and/or abilities in the following areas:

- 1. Cashiering Principles and Practices** - These questions are designed to test for an understanding of such things as proper cashiering practices; terminology; and cashiering issues pertaining to currency, checks and other negotiable instruments.

Subjects of Examination: (continued on page 4)

Subjects of Examination: (continued)

- 2. Name and number checking** - These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.
- 3. 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.
- 4. Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Test guide: 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>.

USE OF CALCULATOR IS RECOMMENDED. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:

Ontario County Human Resources Webpage at <http://www.ontariocountyny.gov/94/Human-Resources> and NOTICE will be emailed to all approved Applicants no later than 7:30 AM the day of the scheduled exam.

SENIORITY CREDITS (POINTS) WILL BE ADDED TO A SUCCESSFUL ELIGIBLE'S SCORE AS FOLLOWS:

- Less than one 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

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at www.ontariocountyny.gov/HumanResources. Completed applications must be electronically filed by 11:59 p.m. on **September 22, 2025**.

It is the candidates' responsibility to keep their contact information (email address, phone number & USPS mailing address) current. The Address Change Form can be found at the Ontario County Department of Human Resources website: www.ontariocountyny.gov/HumanResources. To be considered for preference in certification based on residency, you must include the city and/or town/village and school district you live in. All communication is done electronically through the applicant provided email address.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

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 the arrangements for you to take the test on a different date (usually the following business day).

Disabled persons: If special arrangements for testing are required, indicate this on your application form.

In conformance with Section 85-a of the Civil Service Law, **children of firefighters and police officers killed in the line of duty** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a maximum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

Veterans’ Credits: Honorably discharged veterans may apply for additional points to be added to their final passing score on civil service examinations. The *Application for Veterans Credits*, the *Authorization for Disability Record*, and additional information regarding the requirements are available on our website at: www.ontariocountyny.gov/HumanResources. Completed forms must be received by this office before the Eligible List, from this examination, is established.

Public Service Loan Forgiveness Program (PSLFP) - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <http://studentaid.gov>.

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith
Director of Human Resources

Senior Motor Vehicle Services Representative
Exam No. 70011-690
Issued: August 21, 2025