

# THE HELP PROGRAM

HIRING EMERGENCY LIMITED  
PLACEMENT



## CONTACT

ONTARIO COUNTY HUMAN RESOURCES  
FOR MORE INFORMATION



(585) 396-4465

## EMPLOYEES HIRED UNDER THE HELP PROGRAM:

- Must meet the minimum qualifications of the position for which they are applying and any other conditions of employment.
- Will be eligible for permanent appointment after completing a one-year probationary period and will be granted non-competitive status after successful completion of the probationary period.

## WE OFFER:

- Excellent benefits and tuition assistance programs.
- Paid holidays. New employees start with five additional vacation days.
- Regular raises.

*This temporary program allows for a waiver of Civil Service Examinations for certain titles, in an effort to get qualified candidates quickly into vacant positions.*

## WE'RE HIRING:

### Motor Vehicle Services Representative Ontario County Clerk's Office

Starting 2026 Salary: \$50,037/yr (\$25.66/hr)

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:

Graduation from high school, or higher, or possession of a high school equivalency diploma AND two (2) years of full-time paid, or its part-time equivalent, clerical experience such as: maintaining records, preparing reports or correspondence, entering, retrieving and updating data or closely related duties, which must have involved public contact.

SPECIAL REQUIREMENTS 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 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.

[www.ontariocountyny.gov](http://www.ontariocountyny.gov)

**APPLY TODAY!**





**Ontario County Department of Human Resources**  
**3019 County Complex Drive**  
**Canandaigua, NY 14424**  
[www.co.ontario.ny.us](http://www.co.ontario.ny.us) ~ ~ (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*

## JOB OPENING NOTICE

**JOB POSTING #:** 26-2026      **POSTING DATE\*: FROM:** 3/25/2026    **TO:** 4/30/2026

**JOB TITLE:** Motor Vehicle Services Representative (HELPS)

**RATE OF PAY:** \$25.66/hr.

**LOCATION:** Ontario County Clerk's Office

### MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

MINIMUM QUALIFICATIONS: Graduation from high school, or higher, or possession of a high school equivalency diploma AND two (2) years of full-time paid, or its part-time equivalent, clerical experience such as: maintaining records, preparing reports or correspondence, entering, retrieving and updating data or closely related duties, which must have involved public contact.

SPECIAL REQUIREMENTS 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 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.

**APPLICATION DEADLINE / LAST FILING DATE\*:** 4/30/2026 or until filled

\* Last filing date established for an announced exam always supersedes posting date.

**HOW TO APPLY:** All applications must be received through the [Ontario County Civil Service Employment Portal](#).

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*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, disabilities or, 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.*

*Rev. 7/22/2020*

## MOTOR VEHICLE SERVICES REPRESENTATIVE

### 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: Graduation from high school, or higher, or possession of a high school equivalency diploma AND two (2) years of full-time paid, or its part-time equivalent, clerical experience such as: maintaining records, preparing reports or correspondence, entering, retrieving and updating data or closely related duties, which must have involved public contact.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Special Requirements noted at bottom of document.

DISTINGUISHING FEATURES OF THE CLASS: Incumbents in this position are responsible for examining and processing a wide variety of transactions related to the licensure of operators of motor vehicles and the registration of such vehicles. Responsibilities include the review of license and registration applications and supporting documents; the processing of license and registration documents either manually or through the use of a computer terminal; and the computation and collection of associated fees. The work involves extensive interaction with the public and is performed in accordance with State regulations and department policies. Work is performed under the direct supervision of a higher-level titled employee. Supervision of others is not a responsibility of this class. Does related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Reviews applications for all types of learners permits, licenses, registrations, sales tax and insurance; checks visual display unit when necessary for current status, i.e.; continuity, expiration, suspension and revocation; Checks applications for accuracy and completeness of information and assists applicants in proper completion of forms;

Checks supporting documents for: proof of date of birth, identity, address, record of physical and mental health, record of conviction, proof of insurance, ownership, inspection, odometer readings, federal highway use tax, truck mileage tax, overweight permits, distance and axle declarations and sales tax liability;

Accepts or rejects application based upon evaluation of validity and accuracy of information submitted and requests additional or clarifying information;

Explains personally to the applicant the reasons why an application is rejected;

Edits applications to ensure conformity to established computer codes, note proofs submitted and return proofs not requiring attachment. Approves application by signature and date of transaction;

Conducts eye test examinations to determine eligibility and administers written test for various classes of licenses;

Schedules, reschedules or cancels road tests upon request of motorist in person or writing;

Processes road tests;

Answers questions from the public personally or telephonically concerning legal and technical requirements for permits, licenses and registrations;

Processes mail and answers correspondence;

Operates photographic device and records data required;

Processes edited and approved applications by manual validation, or electronic teleprocessing device, entering and verifying entered information in appropriate computer fields;

Requests additional applicant information if computer is unable to process transaction;

Completes fee transactions before releasing documents, plates and stickers to applicant;

Implements backup processing mode, which requires different procedure to complete transactions, when the system is down, records and stores transactions in retrieval format for later "on-line" processing;

Reports and files appropriate forms for missing security items;

Accepts surrendered plates and registrations determining destruction or storage of same and issues proper receipts;

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TYPICAL WORK ACTIVITIES (continued):

Computes fees, collects payments and makes change;  
Issues receipts for insurance lapses after examination of required proofs;  
Issues receipts and collects appropriate fees for duplicate titles, title only and sales tax only transactions;  
Prepares batch number control cards for each category of computer transaction;  
Determines type or cause of malfunction or rejection response by the computer and takes appropriate action.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of New York State Motor Vehicle and Traffic Law as it relates to the issuance of drivers licenses and vehicle registrations; good knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; ability to operate a personal computer and utilize software programs; ability to deal effectively with the public; ability to understand and interpret written information; ability to make arithmetic computations accurately and rapidly; ability to keep records related to the work; clerical aptitude; mental alertness; tact; courtesy; physical condition commensurate with the demands of the position.

SPECIAL REQUIREMENTS 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 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.

SPECIAL REQUIREMENT FOR APPOINTMENT: (Continued)

(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).

**(a) Permanent disqualifying criminal offenses. (Continued)**

(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).

**(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. 5845(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.

MOTOR VEHICLE SERVICE REPRESENTATIVE

APPROVED: SEPTEMBER 7, 1989

REVISED: 12/30/14, 5/22/19, 1/30/23

CIVIL SERVICE CLASSIFICATION: COMPETITIVE