



CUSTOMER AGENT I AND DRIVERS LICENSE AGENT I

Open Recruitment

Salary Range: \$24,861 - \$38,698

Closing Date: **February 16, 2010** (no postmarks or faxed copies accepted)

*This recruitment will be used to fill vacancies at all branch offices as they occur throughout the State of Maryland. Applicants may apply for either one or both positions and select location preference during the application process. Test administration will be located in the Baltimore Metro area.

Excellent benefits including: 10 days vacation, 15 days sick leave, 10 Holidays, 7 personal leave days annually; generous health insurance, vision care, dental plan, prescription plan all with employer contribution, flexible healthcare and childcare flex accounts; pension system, supplemental retirement program, 401K, and death benefits.

***Bilingual applicants are encouraged to apply**

The Motor Vehicle Administration (MVA) is seeking customer service oriented/focused candidates for the positions of Customer Agent I and Drivers License Agent I. These positions are entry-level at multiple branch locations. Customer Agents perform a variety of duties such as titling and registering vehicles, licensing and monitoring drivers, issuing identification cards, enforcing insurance and vehicle emissions inspection laws and other customer service functions. Drivers License Agents perform duties such as administering drivers testing (road and written) and issuing identification cards and drivers licenses.

MINIMUM QUALIFICATIONS:

Customer Agent I	Drivers License Agent I
<ul style="list-style-type: none"> ✓ *Graduation from a standard high school or possession of a GED ✓ One year of customer service work experience <p>*<u>Note:</u> Applicants may substitute customer service work experience for the required education at a rate of one year of experience for one year of education.</p>	<ul style="list-style-type: none"> ✓ Graduation from a standard high school or possession of a GED ✓ One year of customer service work experience ✓ Be at least 21 years of age ✓ Possess a current valid drivers license valid in the State of Maryland ✓ Have at least 3 years of driving experience
<p>* Selected candidates will be subject to an extensive background check including federal/state fingerprint-based checks.</p>	

*Please Note: Customer service work experience must involve direct customer interaction. Work experience must be clear and detailed on the application form in order to receive credit.

To apply: Submit a completed Maryland Department of Transportation (DTS-1) application form, detailing relevant work history. Please include all relevant experience on your application. This includes, but is not limited to, full or part time, volunteer, military, acting capacity, or any other experience that is relevant to the position you are applying for. Incomplete applications will not be considered. Resumes in lieu of the completed application form (including the work history section) will not be accepted. Applicants will not be contacted for additional information. Applications must be accurate and complete at the time of submission.

Applicants may apply online at <https://jobs.mdot.state.md.us/>. Applicants not applying online may obtain an application form (DTS-1) by: Downloading the form at www.marylandmva.com, or by calling the Fax-On-Demand at (410) 424-3050 and selecting option 2 (TWO), or visiting any MVA branch location. Applications not submitted online must be sent to: RSU, MVA, 6601 Ritchie HWY, NE, ROOM 101, Glen Burnie, MD 21062. Applications submitted online must be received by 11:59 PM of the closing date. Applications not submitted online must be received in the Office of Human Resources

by 4:30 PM on or before the closing date. Employees are subject to the State Substance Abuse Policy to include possible drug testing. MVA is a drug free workplace. Reasonable accommodations for persons with qualified disabilities will be provided upon request.

The MVA is not sponsoring new employees in application of the H-1B Visa at this time due to budgetary constraints. All applicants must be legally authorized to work in the United States under the Immigration and Reform Control Act of 1986. Federal regulations prohibit H1B Visa candidates from paying sponsorship fees; all sponsorship fees must be assumed by the potential employer.

MD Relay: 1-800-201-7165

TTY: 1-800-492-4575

Issued: February 1, 2010



REALISTIC JOB PREVIEW

CUSTOMER AGENT I AND DRIVERS LICENSE AGENT I

The following job information is designed to help you determine if the Customer Agent I or Drivers License Agent I position is a good match for you. This information will also help you learn more about the functions and expectations for these positions. Other applicants have found this information to be very helpful.

OVERVIEW OF POSITIONS:

Depending on the area assigned, work may include but is not limited to:

Customer Agent I

- Review driver's motor vehicle records using MVA database systems
- Issue identification cards and drivers licenses
- Title and register vehicles
- Enforce insurance and vehicle and emission inspection laws
- Answer questions and interpret policies and procedures
- Collect appropriate taxes and fees
- Balance a cash drawer daily (e.g., cash, check, credit card, etc.)

Drivers License Agent I

- Administer driver's license examinations (written and road)
- Inspect motor vehicles used for driver testing for defective equipment
- Administer vision screening in accordance with standard procedures
- Prepare daily reports of work performed
- Record pertinent information regarding driving tests in MVA database systems

Special Requirements (Drivers License Agent I only)

- Must pass and maintain a medical examination administered by the Transportation Service Medical Advisor
- Successfully complete agency training to administer commercial and non-commercial examinations
- Maintain a good driving record

*Both positions require passing a full employment background check which includes a fingerprint-based federal/state criminal record check.

WORK SCHEDULE:

- Employees work Monday thru Saturday with rotating shifts
- MVA hours of operation are 8:30 am – 4:30 pm (all customers entering by 4:30pm are served)
- Employees are considered essential personnel (includes inclement weather)

WORK ENVIRONMENT:

- Duties may include sitting, standing, bending, twisting at a counter or while performing specific duties
- Ability to lift, carry, move and store MVA materials (tags and stickers)
- Provide direct customer service to a diverse customer base
- Maintain a professional attitude at all times while servicing customers (may involve disgruntled and confrontational customers)

Additional Requirements (Drivers License Agent I only)

- Required to wear a uniform
- Perform duties in all types of weather while administering examinations
- Ability to climb in and out of cars and trucks

We hope the information included in this Realistic Job Preview is helpful in your decision to pursue employment with the Maryland Motor Vehicle Administration.