



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 2010

DRIVER'S LICENSE EXAMINER

G4B1XX TO G4B5XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses five levels in the Administrative Services and Related Occupational Group and describes work in verifying identification to establish eligibility for, and issuing of, Colorado driver's licenses or identification cards. Work in this occupation involves administering written and visual acuity tests, collecting fees, and conducting the driver performance test. The driver performance test includes observation of the applicant's driving skill and compliance with traffic safety rules throughout specified maneuvers. The examiner may also determine if the vehicle is safe to operate by inspecting such areas as brakes, signal lights, horns, fifth-wheel couplings, wheel rims, and tire tread. It is determining the need for and administering the driver performance test which separates this class series from other occupations working in a driver's license office. This class series also includes positions responsible for Commercial Driver's License (CDL) or Driver Education Compliance Programs. The work includes training third-party trainers and testers, conducting performance audits and physical inspections, and recommending actions needed to bring the party into compliance.

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DRIVER'S LICENSE EXAMINER I

G4B1XX

CONCEPT OF CLASS

This class describes entry-level positions or positions performing assignments that are limited to phases of a fully operational assignment. Although tasks are similar to those of the fully operational level, either assignments are structured and performed with direction and assistance from others, or limited assignments are performed with less direction. Entry-level positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Positions performing assignments that are limited to phases of a fully operational assignment will not move beyond this level.

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FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, the process for issuing a driver's license is set, such as the procedures, fees, answer keys, and score sheets. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions prioritize their work flow and choose the proper steps to use for each case in the licensing process. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment are prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. For example, some of the guidelines available include rules and regulations, division policy and interpretations, and procedure manuals. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Positions in this class solve problems, apply guidelines, and use processes that are stated and defined. Any alternatives to choose from are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of ANY of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions instruct applicants on how to complete forms and documents; describe problems or needs to others; instruct others on the steps to follow to correct an identified, defined problem; explain why a specific action was taken; and, explain processes and procedures, forms, requirements, charges and fees, available options, policies, rules and regulations. Positions in the class collect information to complete or correct documents, establish identity or eligibility, and answer questions or determine the proper referral.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, in the case of suspected fraud or a disability, the examiner questions the applicant to obtain further information before deciding the next appropriate step to take.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

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DRIVER'S LICENSE EXAMINER II

G4B2XX

CONCEPT OF CLASS

This class describes the fully operational driver's license examiner. In this class, positions review identification to verify eligibility and accuracy; score written exams using a key; administer visual and driver performance tests; fingerprint and photograph applicants; collect and balance fees; register and administer the oath to voters; complete and witness forms and update computer records; and, provide information to the public regarding licenses and identification cards.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, the process for issuing a driver's license is set, such as the procedures, fees, answer keys, and score sheets. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions prioritize their work flow and choose the proper steps to use for each case in the licensing process. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned where positions study identification documents, observations, and factual information to determine what it means and how it fits together in order to get practical solutions when verifying eligibility and administering the driver performance test. Guidelines in the form of rules and regulations, division policy and interpretations, and procedure manuals exist for most situations. For example, although the driver performance test has pass/fail guidelines, the examiner can deviate from them in a given situation after considering a number of variables, such as severity of the error, the location and time, and traffic and weather conditions. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, in the case of suspected false documents or physical disability, discretion is used in determining how to proceed, including referral of the issue to a higher level. In the case of physical disability, this discretion includes whether to require a medical waiver, and which tests to administer or whether to issue the license without testing. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

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Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions instruct applicants on how to complete forms and documents; describe problems or needs to others; instruct others on the steps to follow to correct an identified, defined problem; explain why a specific action was taken; and, explain processes and procedures, forms, requirements, charges and fees, available options, policies, rules and regulations. Positions in the class collect information to complete or correct documents, establish identity or eligibility, and answer questions or determine the proper referral.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, in the case of suspected fraud or a disability, the examiner questions the applicant to obtain further information before deciding the next appropriate step to take.

Securing regulatory compliance by issuing licenses and persuading or training others to correct problems. Although positions in this class series do not revoke licenses, the primary purpose of this occupation is to verify compliance with regulations and issue licenses. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

DRIVER'S LICENSE EXAMINER III

G4B3XX

CONCEPT OF CLASS

This class describes the work leader or those positions responsible for the operation of a remote full-service licensing office or CDL or Driver Education compliance programs. Those operating an office monitor and review work schedules and flow, resolve problems and complaints referred by examiners, approve or reject identification documents that have been referred and reexaminations, maintain equipment and the inventory of supplies, maintain the physical facility, and maintain an adequate supply of cash and report on deposits. Work includes monitoring the implementation of procedures, policies, and plans developed at higher levels in the division. This level also includes the non-supervisory position that trains and inspects third-party trainers and testers. Training includes conducting workshops and setting the maneuver course. Positions conduct periodic performance audits by inspecting the site, vehicles, and records and observing students during the grading process. As a result of the performance audit, a position can recommend "cease testing" notices or refresher workshops. This class differs from the Driver's License Examiner II on the Decision Making and possibly Line/Staff Authority factors.

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FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, within the established licensing and compliance processes, a position adapts standards and determines the steps to fit the specific inspection or office setting. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, positions use discretion in determining whether to pass or fail an applicant or recommend remedial action for a third-party tester depending on the combination of specific conditions during any given test or inspection. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, in the case of suspected false documents or physical disability, discretion is used in determining how to proceed, including referral of the issue to a higher level, whether to require a medical waiver, and which tests to administer or whether to issue the license without testing.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study identification documents, results of observations, and factual information to determine what it means and how it fits together in order to get practical solutions when verifying eligibility and approving use of alternate documents that are not covered in the manual, scheduling staff coverage, or determining compliance with CDL requirements and regulations. Guidelines in the form of rules and regulations, division policy and interpretations, procedure manual, and the personnel system exist for most situations. For example, although the driver performance test has pass/fail guidelines, the position can deviate from them in a given situation after considering a number of variables, such as severity of the error, the location and time, and traffic and weather conditions. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, the position uses discretion when conducting an inspection of third-party testers. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. What is allowed in one case may be inadequate in another.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, the position investigates cases of suspected fraud or inspects test/training sites.

Securing regulatory compliance by issuing licenses and persuading or training others to correct problems. Although positions in this class series do not revoke licenses, the primary purpose of this occupation is to verify compliance with regulations and issue licenses. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties.

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Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, the position resolves complaints from irate customers who wish to dispute regulations and will not accept the examiner's explanation.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format. For example, a position conducts formal workshops to train others for the CDL or Driver Education compliance programs.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. The individual contributor at this level must be responsible for the operation of a remote full-service licensing office or CDL or Driver Education compliance programs.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

DRIVER'S LICENSE EXAMINER IV

G4B4XX

CONCEPT OF CLASS

This class describes the unit supervisor. Positions in this class monitor the implementation of procedures and policies within the licensing office, observe and evaluate operational and staffing needs of the assigned office, and discuss and resolve problems and complaints referred by lower levels. This class differs from the Driver's License Examiner III on Decision Making and Line/Staff authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. Within the licensing office, positions adjust resources and personnel for

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maximum effectiveness. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions devise a plan on alternative testing measures for applicants who have a language barrier or mental or physical limitations and cannot complete the licensing process in the traditional manner. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study factual information on license processing issues to determine what it means and how it fits together in order to get practical solutions. For example, positions in this class adjust the staffing patterns by moving allotted staff among the various office duties. Guidelines in the form of rules and regulations, division policy and interpretations, business plans, and the personnel system exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions investigate cases of suspected fraud that are referred from lower levels.

Securing regulatory compliance by issuing licenses and persuading or training others to correct problems. Although positions in this class series do not revoke licenses, the primary purpose of this occupation is to verify compliance with regulations and issue licenses. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions resolve complaints from irate customers who wish to quarrel with licensing procedures and will not accept explanations from lower levels.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal

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grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

DRIVER'S LICENSE EXAMINER V

G4B5XX

CONCEPT OF CLASS

This class describes the manager of a region. The work involves overseeing the activities of a driver's license region to ensure compliance with applicable statutes, rules, and policy directives; conducting audits of licensing offices; planning staff training for assigned offices; resolving licensing problems not specifically covered by statute or procedures, and speaking to organizations about licensing services and requirements. The factors in this class differ from those of the Driver's License Examiner IV on Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. Within the licensing program, these positions design the staffing and logistical plan for assigned offices and revise office procedures to conform with changes in policy or program guidelines made by division management. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, positions survey trends in business activity at the offices and analyze data on peaks to determine capacity for services. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study factual information on license processing issues to determine what it means and how it fits together in order to get practical solutions. For example, positions in this class revise office procedures in order to implement policies and processes. Guidelines in the form of rules and regulations, division policy and interpretations, business plans, and the personnel system exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, positions resolve licensing problems not specifically covered by statute or procedures. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

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Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions investigate cases of suspected fraud that are referred from lower levels.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions advise the public and staff in other work units on regulatory requirements and licensing processes in order to resolve complaints or correct procedural errors.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a manager. The manager must be accountable for multiple units through the direct supervision of at least two subordinate unit supervisors; and, have signature authority for actions and decisions that directly impact pay, status, and tenure. Elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, second-level signature on performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Revised 7/1/10 (JEN). Changed titles for series; line/staff authority factor for III; and grades for I and II. Published proposed 6/19/09 and addendum 12/18/09.

Revised 7/1/94 (KKF). Combine II and III (G4B3-G4B4). Abolish VI (G4B7). Adjust factors. Published proposed 6/10/94.

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 4/9/93.

Revised 7/1/86. Changed titles for series; grades for Driver License Examiner A/B and Driver License Examining Manager III (A7160/62 and A7170); minimum requirements for Senior Driver License Examiner and Driver License Examining Manager I, II, and III (A7164 to A7170).

Revised 6/1/80. Changed minimum requirements for Driver License Examining Manager III (A7170).

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Revised 4/1/75. Changed title for Driver License Examining Manager III (A7170).

Created 1/1/75.

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Driver's License Exam I	Defined	Prescribed	Exchange or Detect	Indiv. Contributor
Driver's License Exam II	Defined	Patterned	Exchange, Detect, or Secure	Indiv. Contributor
Driver's License Exam III	Operational	Patterned	Detect, Secure, Advise, or Clarify	Indiv. Contributor* or Work Leader
Driver's License Exam IV	Process	Patterned	Detect, Secure, Advise, or Clarify	Unit Supervisor
Driver's License Exam V	Process	Patterned	Detect, Advise, or Clarify	Manager

*Refer to factor definition for requirement on individual contributors at this level.

ISSUING AUTHORITY: Colorado Department of Personnel and Administration