

APPENDIX D
LEIM
PROGRAM - PERSONNEL ALLOCATION AND RESPONSIBILITIES

DELAWARE DIVISION OF MOTOR VEHICLES
LANE INSPECTION PERSONNEL

Class Code: 26914
Investigation, Control Inspection and Safety Group
Vehicle and Public Carrier Control Series

CLASS TITLE: Motor Vehicle Services Supervisor

SUMMARY STATEMENT:

This class is responsible for supervising and participating in vehicle safety inspections and administering driver license examinations in compliance with Motor Vehicle laws, rules and regulations.

NATURE AND SCOPE:

This class reports to a Motor Vehicle Lane Manager and is responsible for supervising subordinates and maintaining efficient motor vehicle safety and emissions inspection and driver licensing operations. Incumbents also conduct vehicle safety and emissions inspections and administer vision, oral/written and road tests to driver license applicants. Principal contacts are for explaining vehicle inspection and driver licensing laws, regulations, rules, policies and procedures to the public and resolving complaints. A significant aspect of the work is dealing courteously with the public in stressful situations when explaining ineligibility.

PRINCIPAL ACCOUNTABILITIES:

1. Plans, assigns, reviews and evaluates the work of subordinate vehicle inspectors, license examiners and clerical employees. Trains, counsels and disciplines subordinate employees.
2. Resolves customer and employee complaints and problems.
3. Administers and scores vision, road, oral/written tests to driver license applicants.
4. Inspects motor vehicle for safety and emission compliance.
5. Verifies information with documents and motor vehicle records to determine valid

issuing of licenses and passing of vehicles.

6. Recommends revisions of policies and procedures to superior.
7. Operates various equipment for testing license applicants/motor vehicles, issuing photo licenses and collecting fees.
8. Explains motor vehicle procedures, laws, regulations, rules, and policies to the public, vehicle dealers, attorneys, courts and companies.
9. Reviews suspected false/fraudulent driver license applications with the interstate Driver Record File to verify accuracy of information.
10. Reviews and makes decisions on acceptability of doctors' letters regarding applicants' physical abilities to safely operate a vehicle.

Class Code: 26913

Investigation, Control, Inspection and Safety Group
Vehicle and Public Carrier Control Series

CLASS TITLE: Motor Vehicle Services Officer

SUMMARY STATEMENT:

This class is responsible for Motor Vehicle inspection and licensing work involving testing/inspecting of motor vehicles and administering tests/ examinations for driver license applicants in compliance with Motor Vehicle laws, rules and regulations.

NATURE AND SCOPE:

Class incumbents report to a Motor Vehicle Services Supervisor. Incumbents qualify driver license applicants by reviewing State and National motor vehicle records for verification of eligibility and administers/scores road, vision, oral and/or written tests for the issue of licenses to qualified applicants. Incumbents also inspect vehicle equipment such as lights, horns, windshield wipers, turn signals, brakes, emissions and exhaust systems for automobiles, buses, trucks and motorcycles to meet Federal and State safety and environmental control standards and regulations. Incumbents explain various phases of inspection and licensing procedures to the public, verify serial numbers/legal documents and provide information to law enforcement agencies on stolen vehicles and falsified documents. A significant aspect of the work is dealing courteously with the public in stressful situations when explaining ineligibility.

PRINCIPAL ACCOUNTABILITIES:

1. Inspects motor vehicle for safety and emissions compliance; Inspects vehicle dealerships to determine if applicant(s) meet Division's criteria for being licensed; Inspects mobile homes and other vehicles offsite, as required, for verification of the vehicle identification number.
2. Administers and scores vision, road, oral/written tests to driver license applicants.
3. Operates various equipment for testing license applicants/motor vehicles, issuing photo licenses and collecting fees.
4. Answers inquiries from the public on phases of vehicle inspections and driver licensing.
5. Verifies information with documents and motor vehicle records to determine valid issuing of licenses and passing of vehicles.
6. Prepares accurate records and reports.
7. Performs related work as required.

DMV - Inspection Lanes

February 6, 2012

