



CONTROL CASHIER (MOTOR VEHICLE SERVICES), DEPARTMENT OF MOTOR VEHICLES SERIES

This multi-level examination is for:

CONTROL CASHIER I (MOTOR VEHICLE SERVICES), DMV

Examination Code: 1MV10-01

CONTROL CASHIER II (MOTOR VEHICLE SERVICES), DMV

Examination Code: 1MV10-02

Department: Department of Motor Vehicles

Examination Type: Departmental Promotional

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Control Cashier I, (Motor Vehicle Services), Department of Motor Vehicles Salary Range: \$3,930.00 - \$4,920.00 per month

Control Cashier II (Motor Vehicle Services), Department of Motor Vehicles Salary Range: \$4,232.00 - \$5,304.00 per month

View the [Control Cashier I/II \(Motor Vehicle Services\), Department of Motor Vehicles \(DMV\) classification specification](https://www.calhr.ca.gov/state-hr-professionals/Pages/8736.aspx) at <https://www.calhr.ca.gov/state-hr-professionals/Pages/8736.aspx>

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

If you have taken the test for the Control Cashier I/II (Motor Vehicle Services), DMV classification in the previous 12 months, it may be too early for you to take this examination.

Please check your previous Final Results Notification letter to determine the date you may retake this examination BEFORE continuing this examination process. Retaking this examination under a different name or last four digits of Social Security number is not allowed.

Who Should Apply:

This is a departmental promotional examination for the Department of Motor Vehicles. Applicants who meet the minimum qualifications as stated on this examination bulletin and meet one of the below promotional requirements may apply to take this examination.

1. Be a current DMV employee in a permanent position (California Code of Regulations [CCR] Section 234); or
2. Have had a permanent appointment with the DMV with no subsequent break in service by resignation, non-disability retirement, or removal for cause (CCR Section 234); or
3. Be on temporary assignment or loan to the DMV under CCR Section 438 and have permanent civil service status in another agency (CCR Section 234); or
4. Be a current employee in a government agency or subdivision for the State of California who previously held a position with DMV within the past three (3) years, had promotional eligibility for the Control Cashier I (Motor Vehicle Services), DMV examination, has not attained permanent status in the new agency, and has had no subsequent break in state service by resignation, non-disability retirement, or removal for cause (CCR Section 235); or
5. Be a former DMV employee who has moved to another agency without a break in service, who otherwise had eligibility for the Control Cashier I (Motor Vehicle Services), DMV promotional examination, and (a) has not attained permanent status in the new agency, (b) is under an exempt appointment and has not lost the right of return to civil service status under California Government Code (GC) Section 19141, or (c) is under a training assignment conforming to the provisions of GC Section 19050.8, or (d) is under a Career Executive Assignment (CCR Section 235); or
6. Be a person who is on a leave of absence or whose name appears on a reemployment list who immediately preceding leave of absence or layoff had appropriate civil service status for the examination (CCR Section 235.2).
7. Be a current or former employee of the State of California Legislature who held the position for two (2) or more consecutive years (GC Section 18990); or
8. Be a current or former employee of the State of California Executive Branch who held the position for two (2) or more consecutive years (GC Section 18992); or
9. Be retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty (GC Section 18991).

How To Apply:

Applications for this online examination must be submitted online only. The link to connect to the online examination is under the "TAKING THE EXAMINATION" section of this examination bulletin.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a verified disability or medical condition, please select the Reasonable Accommodation request in the Experience Questionnaire. For questions, please contact the testing department using the "CONTACT INFORMATION" section of this examination bulletin.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination bulletin to be accepted into the examination. Applicable part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Per California Code of Regulations (CCR) Section 171.1, when calculating part-time equivalent experience toward satisfying the minimum amounts of full-time experience, 173.33 hours of actual time worked equals one month. Twelve months equal one year.

Control Cashier I (Motor Vehicle Services), DMV

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

Either I

Two years of experience in the California Department of Motor Vehicles performing the duties of a Motor Vehicle Representative (formerly Motor Vehicle Field Representative or Motor Vehicle Technician), six months of which must have been at the Range C level (formerly Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

Or II

Three years of experience in a governmental or private agency in public contact work requiring knowledge of the regulations of the State of California governing the registration and transfer of motor vehicle ownership which must include at least one year of related cashiering experience. Experience in the California state service applied toward this requirement must include at least two years performing the duties at a level of responsibility equivalent to that obtained in the class of Motor Vehicle Representative, Range C (formerly Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

Control Cashier II (Motor Vehicle Services), DMV

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

Either I

Six months of experience in the California Department of Motor Vehicles performing the duties of a Control Cashier I (Motor Vehicle Services), DMV.

Or II

Eighteen months of experience in the California Department of Motor Vehicles performing the duties of a Motor Vehicle Representative, Range C (formerly Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

Or III

Four years of experience in a governmental or private agency in public contact work requiring knowledge of the regulations of the State of California governing the registration and transfer of motor vehicle ownership which must include at least one year of related cashiering experience. Experience in the California state service applied toward this requirement must include at least three years performing the duties at a level of responsibility equivalent to that obtained in the class of Motor Vehicle Representative, Range C (formerly Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

DEFINITIONS

“Performing the duties of....” To meet this requirement, the applicant must have the amount of experience in State service in the classification (or be on a Training and Development Assignment or Temporary Appointment to the classification) specified.

“Performing the duties at a level of responsibility equivalent to...” To meet this requirement, the applicant must have State service experience of appropriate type and length in a classification at the same (or a higher) level of responsibility as the classification specified.

POSITION DESCRIPTION

Control Cashier I (Motor Vehicle Services), DMV: Within the Manager I, II, and III level offices of the Department of Motor Vehicles, the Control Cashier I (Motor Vehicle Services), DMV receives, audits, and deposit fees collected; performs the quality audit of registration transactions processed; maintains the office accountable item inventory; trains Control Cashier relief personnel; and acts as liaison between the office and the Network Control Center. A Control Cashier I (Motor Vehicle Services), DMV may be assigned to assist a Control Cashier II (Motor Vehicle Services), DMV in one of the largest offices.

Control Cashier II (Motor Vehicle Services), DMV: The Control Cashier II (Motor Vehicle Services), DMV works within the Manager III, IV, and V level offices within the Department of Motor Vehicles. The Control Cashier II (Motor Vehicle Services), DMV performs the most complex control, audit, inventory, and equipment functions due to the heavy volume of transactions and fees collected. They are responsible for the technical quality of the work of the staff who assist in the audit of technicians' work and collections, and functions as a member of the management team.

EXAMINATION SCOPE

This examination consists of the following components:

Experience Questionnaire – Weighted 100% of the final score.

The examination will consist solely of an **Experience Questionnaire (EQ)**. To obtain a position on the eligible list, a minimum score of 70% must be received. Your Final Results Notification letter will be sent to you by email or by postal mail per your selection in the EQ, and your examination results will appear in your CalCareer account within 30 calendar days of completion of the EQ.

KNOWLEDGE AND ABILITIES

Control Cashier I/II (Motor Vehicle Services), DMV

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each examination component will be measuring competitively, relative job demands, each applicant's:

A. Knowledge of:

1. Sections of the Vehicle Code and the accounting regulations of the Department of Motor Vehicles relating to the collection, recording, and processing of fees and disbursement of accountable items such as vehicle licenses, stickers, and plates relating to the registration and transfer of motor vehicle ownership.
2. Modern office procedures.
3. The mission of the Department of Motor Vehicles and its activities.
4. Methods of auditing daily cashiering work.
5. Methods of handling, receipting for, and maintaining records of monies received.

B. Ability to:

1. Read and write English at a level required for successful job performance
2. Apply the sections of the Vehicle Code and other laws including the Accounting Manual regulations of the Department of Motor Vehicles.
3. Analyze situations accurately and recommend an effective course of action.
4. Meet and deal with the public.
5. Effectively guide the work of others.
6. Operate electric adding machines.

7. Operate a terminal device.
8. Communicate effectively.

SPECIAL PERSONAL CHARACTERISTIC

Ability to qualify for a fidelity bond.

ELIGIBLE LIST INFORMATION

Departmental promotional eligible lists for the **Control Cashier I (Motor Vehicle Services), DMV** and the **Control Cashier II (Motor Vehicle Services), DMV** classifications will be established for the **Department of Motor Vehicles**.

The names of **successful** competitors will be merged onto the eligible list(s) in order of final score regardless of examination date. Eligibility expires **twenty-four (24) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

The departmental promotional eligible lists generated from this examination will also be used to fill Control Cashier I (Vehicle Registration), DMV and Control Cashier II (Vehicle Registration), DMV vacancies.

Veterans' Preference will **not** be granted for this examination because it does not meet the requirements for Veteran's Preference.

Career Credits will **not** be added to the final score for this examination.

EXAMINATION INFORMATION

[Click here to preview the Control Cashier I/II \(Motor Vehicle Services\), DMV Experience Questionnaire](#)

PREPARING FOR THE EXAMINATION

Below is a list of suggested resources to have available prior to taking the examination.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above, resume, and a list of your professional references.

TAKING THE EXAMINATION

[Click here to take the Control Cashier I/II \(MVS\), DMV Experience Questionnaire](#)

Alternatively, you may enter the following URL into your web browser:

https://www.surveymonkey.com/r/Control_Cashier_I_II_MVS_Experience_Questionnaire

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a verified disability or medical condition, please select the Reasonable Accommodation request in the Experience Questionnaire. For questions, please contact the testing department using the "CONTACT INFORMATION" section of this examination bulletin.

TESTING DEPARTMENT

Department of Motor Vehicles

CONTACT INFORMATION

If you have any questions concerning this examination, please contact:

Department of Motor Vehicles
Talent Acquisition Unit
P.O. Box 932315, MS E678
Sacramento, CA 94232-3150

Phone: (916) 657-7553
Email: DMV_Exams@dmv.ca.gov

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the deaf or hard of hearing and is reachable only from phones equipped with a TTY Device.

You will be provided with your Final Results Notification letter and employment inquiry notices using electronic communication unless you specifically request communication by postal mail in the Experience Questionnaire.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination/Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer account at www.calcareers.ca.gov.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this examination bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

Temporary Assignments/Loans: Experience from Temporary Assignments/Loans may be counted toward meeting the minimum qualifications for this examination if the experience qualifies as out-of-class experience in accordance with the California Code of Regulations Section 212.

Experience from approved out-of-class assignments to specific classifications may be counted toward satisfaction of the minimum qualifications for this examination per Government Code Section 19050.8.

For consideration of experience from an approved out-of-class assignment, submit a copy of the approval to the Talent Acquisition Unit at the address provided under the "CONTACT INFORMATION" section of this examination bulletin, or send it by email with the subject Control Cashier I/II (MVS), DMV Examination to DMV_Exams@dmv.ca.gov.

General Qualifications: All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the examination bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Promotional Examination: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under CCR Sections 234, 235, and 235.2, and GC Sections 18990, 18991 and 18992, which contain provisions regarding civil service status and eligibility for promotional examinations. CCRs may be viewed at <https://govt.westlaw.com>, and GCs may be viewed at <https://leginfo.legislature.ca.gov/faces/codes.xhtml>.

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