



Classification: Driver Examiner Chief (Trainer/Auditor)

Title Code: V07600

Pay Range: 24

POSITION SUMMARY: This position is responsible for providing oversight and administration of the Commercial Driver License examination program, statewide. The duties include auditing Commercial Driver License (CDL) skills tests administered by state examiners and third-party testers, and for ensuring consistency with test standards. This position is also responsible for assisting in statewide oversight of Driver Examination administrative duties as needed. The employee interacts with state examiners, third party testers, and the public on a daily basis reference all facets of the CDL examination process and maintains expertise in CDL testing regulations. An employee in this position will coordinate, under the direction of the Assistant Director, all Driver Examination Division related training programs and the training of Patrol employees in the operation of commercial motor vehicles. Work is performed independently under general supervision.

DESCRIPTION OF DUTIES PERFORMED (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Coordinates and provides CDL program oversight, technical guidance, training, and retraining as necessary for CDL examiners and auditors, and for Patrol employees in the operation of commercial vehicles.

Audits, certifies, and evaluates the performance of state, third party testers, and testing sites to ensure the examination, testing premises, and equipment meet requirements and regulations.

Provides recommendations regarding pre-trip inspections, basic control, and road test routes, for both state and third party sites, to meet the standards for conducting CDL examinations.

Conducts covert and overt monitoring of examinations performed by state and third party CDL skills test examiners.

Evaluates the performance of state and third party examiners in administering CDL skills examinations, and ensures proper procedures are being followed in the use of forms and document security.

Travels to all troop and CDL third party testers to assist in conducting audits in a timely manner.

Maintains records and files of auditing and training responsibilities, and prepares and submits various reports.

Maintains statistics and records of all audits and retests administered.

Answers inquiries by phone, in person, and through written correspondence regarding the license application procedure, the CDL Program, Missouri licensing regulations, etc.

Attends meetings and trainings, both in-state and out-of-state as requested by the Division Director, to include making regular trips to Troop Headquarters and CDL Examination locations throughout the state to monitor personnel, inspect facilities, and help identify issues and/or training needs.

Plans, schedules, and coordinates CDL audits within the state in conjunction with the Division Assistant Director.

Provides recommendations to the Department of Revenue to re-certify, re-audit, or de-certify state and third party examiners or testers, and/or provide training as needed.

Assists the Assistant Director in investigating, researching, and answering the inquiries or complaints from staff and field personnel, governmental agencies, and the general public.

Monitors pass/fail rates of applicants tested by each state and third party CDL skills test examiner as a means to focus covert and overt monitoring of examiners who may have unusually high pass or failure rates.

Assists in the development and maintenance of centralized files containing master procedure manuals and forms, federal and state publication manuals, programs and directives, laws, rules and regulations, administrative orders, department directives, organization charts, training materials, examinations and materials relative to the Driver Examination Division.

Testifies in administrative hearings or court hearings regarding testing or auditing results.

Assists in conducting surveys, studies and analysis of all phases of the driver examination program, including operational procedures, forms, equipment, communications, etc.

Performs job-related travel, as needed.

Performs other related work as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of the methods and procedures used in administering driver license examinations.

Extensive knowledge of the laws, rules, and regulations pertaining to examinations for motor vehicle operators and the Commercial Driver License Program.

Knowledge of the Patrol's policies, procedures, rules, and regulations.

Knowledge of the principles of administration, supervision, and training.

Ability to use organizational and analytical skills to evaluate facts and figures to determine fundamental causes and symptoms of operational and organizational weakness.

Ability to exercise diplomacy and patience in dealing with state, third party testers, and the public.

Ability to work in an environment that involves hazards or discomforts such as working outdoors in inclement weather for extended periods of time.

Ability to lift and carry at least fifty pounds (testing equipment and materials).

Ability to maintain the highest level of integrity in testing license and permit applicants.

Ability to operate basic office machines and vision testing equipment.

Ability to maintain various records and files.

Ability to work independently with general supervision.

Ability to work closely with others as a cooperative team and display team leadership.

Ability to verbally answer inquiries and explain testing procedures to applicants applying for licensure.

Ability to provide own transportation to and from various testing sites.

Ability to operate a motor vehicle in accordance with Missouri State Highway Patrol policy and State of Missouri statutes, to include any Patrol assigned vehicle with the responsibility for its upkeep and basic maintenance.

Ability to enter and exit vehicles including large trucks and buses to conduct CDL or other examination audits.

Ability to set up testing site and operate testing equipment.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possession of a high school diploma or equivalent and possess four years experience as a Driver Examiner with the Missouri State Highway Patrol. Must be currently classified as a Driver Examiner Supervisor or CDL Examiner Auditor.

Promotions will be based on service time in the Driver and Vehicle Safety Division's Driver Examination Section and the ability to proficiently perform the duties of the position. The employee must serve at least twelve months in a classification before being considered for a promotion.

NECESSARY SPECIAL REQUIREMENTS: Must never been convicted of a felony or any crime involving moral turpitude or have any indictment or information pending for any offense involving moral turpitude.

Must be at least twenty-one years of age at the time of employment.

Must have successfully completed a job-related examination specified by the Director of the Driver Examination Division.

Must have successfully completed the CDL Examiner Training Course.

Must be able to obtain and maintain at least a valid Class B Missouri Commercial Driver's License with passenger and school bus endorsements within one year of appointment.

Must attend and successfully pass Police Instructor School within one year of appointment. This employee may be required to furnish a vehicle to transport all required equipment. The state mileage rate will be used to reimburse employees for expenses incurred in performing job-related travel.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.