

CLASS TITLE: CDL PROGRAM COORDINATOR (DMV)

Class Code: 02458500
Pay Grade: 34A
EO: C

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Division of Motor Vehicles (DMV), to be responsible for the implementation, coordination, and supervision of commercial drivers licensing (CDL) programs, procedures, and operations in compliance with federal and state mandates.

SUPERVISION RECEIVED: Works under the general supervision of a superior with considerable latitude for the exercise of independent judgement; work is reviewed for conformance to provisions of pertinent laws and regulations.

SUPERVISION EXERCISED: Plans, coordinates, supervises and reviews the work of subordinates performing the full range of varied licensing, registration, and other related functions.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Division of Motor Vehicles, to be responsible for the implementation, coordination, and supervision of commercial drivers licensing programs, procedures, and operations in compliance with federal and state mandates.

To act as a working supervisor and to plan, assign, review, and be responsible for the work of a staff required to review and process all applications for the issuance of CDL licenses and permits and transactions related to CDL licensing including, but not limited to, renewals, updates, endorsement tests, self-certifications, medical certifications, and registrations.

To oversee the CDL Knowledge and Skills Testing programs; to be responsible for the certification of all CDL Knowledge and Skills Test Examiners; to oversee the administration of CDL knowledge testing; to process the certification of all Third Party Skills Test Examiners; to implement new programs and policy changes with third party vendors to ensure compliance with federal and state regulations; to perform audits of Skills Test sites in accordance with Federal Motor Carrier Safety Administration (FMCSA) mandates.

To be responsible for following national and state legislation and interpreting their provisions with regard to their effect on the commercial drivers licensing program and on the development of new programs within the division.

To be responsible for the development, initiation, administration, and reporting of action plans for corrective and/or new actions in order to comply with federal regulations.

To review changes in policy and statute in order to recommend appropriate changes in state procedures.

To be responsible for following changing federal regulations on CDL eligibility and requirements and training staff accordingly.

To act as a liaison for the division with national, state, and local licensing agencies.

To attend meetings and conferences involving state, federal and local officials, professionals, and the public concerning divisional programs and objectives.

To be responsible, as needed, for sorting and counting currency, coins and checks and to be accountable for totaling all taxes, fees and other monies received.

To monitor tasks performed by subordinates to ensure compliance with applicable laws, policies and procedures, to communicate areas of concern to a superior when appropriate, and to

evaluate, correct or discipline staff according to policy and standards as appropriate.

To handle inquiries and complaints received from the public, to adjust them amicably, and to appropriately escalate customer complaints and other issues to a superior for resolution.

To serve as a member of a project team to work closely with vendors and IT staff to provide functional expertise; to contribute to overall project objectives and specific team deliverables; to participate in testing and error identification initiatives; to provide user training; and to perform other related project tasks.

To provide friendly, professional, and courteous service to all customers.

To make recommendations to a superior of proposed changes in policies, programs and procedures, and to draft new or change existing policies, programs and procedures.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of commercial driver license eligibility requirements, federal and state mandates, and testing procedures; a working knowledge of Rhode Island Motor Vehicle Laws pertaining to the commercial drivers licensing of motor vehicle operators; the ability to apply the provisions of such laws and regulations of the Division of Motor Vehicles; the ability to organize, supervise, and review the work of a staff engaged in CDL and related Division functions; the ability to deal courteously and tactfully with the public and handle complaints relating to the activities of the Division; the ability to express ideas clearly in written and oral English; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a responsible capacity involving commercial drivers licensing program development and administration.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: April 10, 2016