



Classification: Driver Examiner Senior Chief (Troop)

Title Code: V07615

Pay Range: 26

POSITION SUMMARY: The Troop Senior Chief has the responsibility of coordinating and overseeing proper operations of all facets the of Driver Examination Division across the troop. This position is designed to provide a proper supervisory span of control for driver examination operations in large troops who have a minimum of ten supervisors and/or auditor positions. The Troop Senior Chief will directly supervise any Assistant Senior Chief(s) assigned to their troop, and may delegate duties and responsibilities to the Chief(s), including direct supervisory duties over a portion of the supervisory positions (includes auditors), as necessary to best manage span of control in the troop. The Troop Senior Chief may travel from one examination site or CDL test site, to another, as needed, within the troop to provide oversight or to assist with duties at that location. The Troop Senior Chief reports to their troop staff or that staff's assigned designee. Work is performed under general administrative direction and is reviewed for conformance with prescribed policies and procedures for attainment of objectives.

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.):

Performs or oversees a variety of administrative duties (e.g., maintains employee time records; approves/disapproves leave requests).

Reviews Department of Revenue forms, Driver Condition Reports, and other related forms for accuracy; approves and forwards expense reports; conducts performance evaluations; and handles personnel problems within their assigned span of control.

Prepares daily and monthly reports reference type and total examinations administered in the assigned Troop.

Reviews work schedules and/or assigns subordinate work activities to obtain maximum efficiency, coordination, coverage, availability, and to accommodate the workload.

Supervises the administration of written, visual, oral, and driving tests.

Manages facility issues, including site change considerations.

Answers questions via telephone, in person, or correspondence concerning the driver examination program.

Conducts driving license and CDL examination, as required.

Coordinates and schedules locations for written examinations, vision tests, etc.

Acts as liaison between the troop, GHQ Driver Examination Division, Department of Revenue, etc.

Studies all laws, rules, regulations, and changes in the Driver Examination Program and updates subordinates of any new or revised rules and regulations.

Assists the Driver Examination Division as an instructor in the training of driver examination personnel, recommending policies, serving on interview board, etc.

Investigates complaints and answers inquiries of citizens relating to driver examination activities.

Presents programs to driver education classes; attends meetings; serves on committees (including the Driver Examination Committee which recommends rules and regulations for the administration of the driver examination program).

Requisitions and delivers supplies and equipment as needed to ensure adequate levels are maintained.

Evaluates equipment and facilities used by examiners, including Patrol vehicles, for compliance and upkeep.

Ensures each subordinate has and maintains an up-to-date Driver Examination Procedures Manual.

Evaluates subordinate's work performance, provides guidance and counseling as necessary; ensures new personnel are properly trained; checks the work of all subordinates periodically to check for scoring uniformity.

Prepares daily and monthly reports reference type and total examinations administered in the Troop.

Reviews pass/fail skills test results for examiners, taking necessary action on examiners with irregular results such as unusually high or low pass/fail rates.

Performs job-related travel, as needed.

Performs other related work as assigned.

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

Advanced knowledge of the laws, rules, and regulations pertaining to examinations for motor vehicle operators and the driver examination program.

Advanced knowledge of Patrol general orders as they relate to management of personnel.

Ability to effectively delegate duties and properly manage the oversight of those duties on a large scale (10 or more supervisors/auditors in the troop).

Ability to prioritize assignments and meet deadlines.

Ability to conduct driver license examinations in accordance with prescribed regulations.

Ability to transport and assemble testing equipment.

Ability to operate a motor vehicle in accordance with Missouri State Highway Patrol policy and State of Missouri statutes.

Ability to work closely as a cooperative team and display professionalism and team leadership in the training and supervision of others, to include the monitoring and evaluation of others.

Ability to effectively plan, organize, train, and direct the work of others.

Ability to deal tactfully and courteously with the public and to resolve differences which may arise between the public and a subordinate.

Ability to remain flexible when adjustment in daily activities occur.

Ability to remain calm under pressure and react effectively to challenges.

Ability to review reports for completeness, clarity, accuracy, and legibility.

Ability to perform job-related travel, as needed.

Ability to lift and carry at least 50 pounds (testing equipment and materials).

Ability to enter and exit vehicles including large trucks and buses to conduct CDL or examination (road) tests.

Ability to work indoors and outdoors in inclement weather.

Ability to draft correspondence and reports after conducting research necessary to prepare them.

Ability to communicate effectively.

Ability to provide positive influence and leadership for overall troop driver examination operation.

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.):

Possess five years of experience as a Driver Examiner with the Missouri State Highway Patrol, with a minimum of one year as a Driver Examiner Supervisor or CDL Examination Auditor.

NECESSARY SPECIAL REQUIREMENTS: Must never have 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 possess or obtain and maintain a valid driver's license.

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

Driver Examiners assigned to administer the CDL Skills test must successfully complete the Commercial Driver License Examiner Training Course.

Driver Examiners assigned to a traveling crew may be required to furnish a vehicle to transport the Examination Team and all required equipment. The state mileage rate will be used to reimburse employees for expenses incurred in performing job-related travel.

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. The sole exception is that one traditional band style ring tattoo may be displayed on a single finger. Any such ring tattoo will not extend beyond the proximal phalanx. 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.