



CAREER SERVICE

**DIVISION OF HUMAN RESOURCES
Office of Classification & Examination
(401) 222-2172; Rhode Island Relay 711
CIVIL SERVICE EXAMINATION ANNOUNCEMENT
THESE EXAMINATIONS ARE BEING OFFERED TO ESTABLISH A CIVIL
SERVICE LIST THAT WILL BE IN EFFECT FOR UP TO FOUR YEARS**

Examination # 6270

CUSTOMER SERVICE REPRESENTATIVE I (DMV)

SALARY RANGE: \$34,368-\$37,389* (Pay Grade 15)

EXAMINATION WEIGHT: 100% WRITTEN

GENERAL STATEMENT OF DUTIES: In the main office or a branch office of the Registry of Motor Vehicles, to be responsible for reviewing and processing applications for motor vehicle registrations/renewals using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transactions, and to maintain simple records thereof; to deal with the public on an on-going basis; and to do related work as required.

REQUIRED FOR APPOINTMENT:

EDUCATION: Such as may have been gained through: graduation from a senior high school; and

EXPERIENCE: Such as may have been gained through: employment in a clerical or related position involving the exercise of independent judgment in the processing of various transactions.

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

A full job description can be obtained online at: www.hr.ri.gov. To obtain a job description, click on Classification and Compensation, then Job Specifications.

APPLICATION PERIOD: December 5, 2011 – January 13, 2012

To apply for this examination, by the close of the application period, you must submit an Examination Application form.

An Examination Application form (CS-9) may be obtained at:

- Any Department of Labor and Training netWORKri Career Center;
- At the Division of Human Resources, Office of Classification & Examinations, One Capitol Hill, 3rd Floor, Providence, Rhode Island; or,
- Online at www.hr.ri.gov. To obtain an Examination Application (CS-9 form), click on **Civil Service Examinations**, then **Examination Application**.

Examination applications cannot be submitted online and instead must be printed, signed and mailed or delivered to: The Division of Human Resources, Office of Classification & Examination, One Capitol Hill, 3rd Floor, Providence, RI 02908 by the close of the application period.

netWORKri CAREER CENTERS

Pawtucket: 721-1800 at 175 Main Street

Wakefield: 789-4362 at 4808 Tower Hill Road

Woonsocket: 235-1201 at 219 Pond Street

Providence: 462-8900 at One Reservoir Avenue

West Warwick: 828-8382 at 1330 Main Street

NOTE: The Division of Human Resources **does not assume responsibility** for applications sent through the mail.

NOTE: The Personnel Administrator, at his discretion, may declare the list resulting from these examinations appropriate for any comparable classification.

NOTE: Any individual with a disability who requires assistance during the exam process should notify the Examination Section **in advance** to ensure that appropriate accommodations will be made.

****WAGES ARE DEFINED BY APPLICABLE UNION CONTRACT***

See reverse side for further information.

EQUAL OPPORTUNITY AND DIVERSITY EMPLOYER

STATE OF RHODE ISLAND & PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
DIVISION OF HUMAN RESOURCES
OFFICE OF CLASSIFICATION AND EXAMINATION
Third Floor, One Capitol Hill
Providence, Rhode Island 02908-5762

GENERAL INFORMATION TO CANDIDATES (222-2172)

RHODE ISLAND RELAY: 711

WHEN TO APPLY

Apply within the application period as shown on this announcement.

MINIMUM REQUIRED RATING

The minimum required final earned rating shall be 70.

Whenever two or more competitors have equal final earned ratings, their names shall be arranged on employment or promotional lists in the order of their performance on the written tests; provided, however, that when such arrangement fails to resolve a tie, the order on the lists shall be the same as the order in which their applications were time-stamped in the Office of Personnel Administration or by seniority within state service. Where practical, determination by seniority shall have preference.

DEFINITION OF VETERANS CREDIT (G.L. 36-3-3 – WAR VETERAN)

“...there shall be added to the final earned ratings of examinees who are veterans in competitive tests for entrance into the Classified Service, but not for promotion in the service, who receive at least the minimum required final earned rating as stated in the public notice, service credits amounting to five points for veterans or service credits amounting to ten points for disabled veterans...”

Disabled Veteran means any war veteran who is an examinee and who is certified by the Veterans Administration to be physically disabled, as a result of a service-connected disability, with a disability rating of zero percent or more.

War veteran or veteran means any person, male or female, who was employed as an officer, member of the enlisted personnel or otherwise in the active military or naval service of the United States or of any auxiliary unit of such military or naval service, except civilian employees—at some time during the following period:

War Service Time

December 7, 1941 – December 31, 1946	August 20, 1982 – December 31- 1987
June 27, 1950 – January 31, 1955	December 20, 1989 – January 31, 1990
July 1, 1958 – January 1, 1959	August 2, 1990 – July 13, 1992
August 5, 1964 – May 7, 1975	

DESCRIPTION OF POSITIONS

A class specification describing the duties of the position and the minimum qualifications will be furnished upon request by the Office of Classification and Examination.

INVESTIGATION

The Office of Classification and Examination reserves the right to investigate all statements made on your application and to require proof of such statements when deemed necessary.

PROMOTIONAL EXAMINATIONS (G.L. 36-4-22)

A person is eligible for promotional examination provided the employee is currently employed in the classified, unclassified, or non-classified service as of the official closing date of the examination announcement or twenty one (21) calendar days prior to the administration of the first phase of the examination, whichever is later, and meets one or more of the following requirements; (a) any employee who holds or within three (3) years has held permanent status in the classified service; (b) any employee who is serving in a probationary period as of the official closing date of the examination announcement; (c) a minority (as currently defined in federal employment law as Blacks, Hispanics, American Indians including Alaska Natives, and Asians including Pacific Islanders) who is a qualified exam applicant seeking entry to a classification where there is a manifest imbalance in the job category; or (d) any employee who has served twelve (12) months service in the classified, unclassified, or non-classified service and, in addition, meets the minimum requirements established in the class specification. Promotion lists shall remain in effect for a period of three (3) years or until exhausted or until combined with or replaced by a more recently prepared list. This section shall not apply to the Rhode Island State Police or the Legislative Branch of state government. An employee who is not on the promotional list shall be eligible to take the promotional examination for the position the employee occupies.

ADDITIONAL POINTS (G.L. 36-4-31)

Any employee who holds temporary or provisional status for at least twelve consecutive months in the class in which (s)he is serving and who takes the appropriate examination for the position shall receive in addition to his/her test score five additional points for each year of state service, which shall be added to his/her test score, provided however, that in no case shall an employee receive credit for more than four years of service. An employee who holds temporary provisional status for at least twelve consecutive months in the class in which (s)he is serving and is found to be reachable for certification to the position (s)he holds shall be appointed to the position unless the appointing authority certifies to the Personnel Administrator that said individual's service has been unsatisfactory.