



Looking for a Career in Customer Service ?

DMV has Career Opportunities for

Motor Vehicle Representative

We Are Recruiting for HOURLY Positions

HOURLY RATE \$22.82

Positions working in the five boroughs of New York City, Nassau, Rockland, Suffolk, and Westchester Counties.

Duties: As a Motor Vehicle Representative, you will have substantial in- person or telephone contact with members of the public seeking services or information regarding licenses, registrations, identification, testing, insurance, penalties, hearings, and related agency programs. You would be expected to act in a calm, courteous, and reasonable manner even under very stressful, and at times, confrontational circumstances. You may be required to continuously move throughout the reception area amongst the general public to greet customers, identify their needs, and provide information or instructions that direct them to the most effective point of contact.

Hours: Work schedules will be made based on the operational needs of the office to ensure that there is sufficient coverage when there is high customer demand. You may be required to work early and late hours, as well as weekends. Additionally, you may be asked to work in a different issuing office within the same county.



The DMV is actively recruiting candidates with proficiency in another language, including:

American Sign Language (Manual Communication)

Bengali

Chinese

Haitian Creole

Korean

Russian

Arabic

Italian

Polish

Yiddish

Spanish

All exams are in English. Qualified candidates who pass the MVR exam will be required to pass a language proficiency exam for languages other than English.

MINIMUM QUALIFICATIONS

Either:

- 1.** one year of full-time experience in a position involving extensive face-to-face interaction with the general public where your primary responsibility is communicating effectively to resolve customer's issues and/or problems; explain programs/services, policies, or procedures; OR reconciling accounts.
- or**
- 2.** one year of full-time experience in a position involving substantial telephone customer service experience in a call center environment where your primary responsibility included: providing information concerning or explaining programs/services, policies and/or procedures; obtaining detailed information from clients; resolving problems; OR reconciling accounts.
- or**
- 3.** 30 semester credit hours of college-level study AND 6 months of extensive face-to-face interaction OR 6 months of substantial telephone customer service experience as detailed above

SUBMIT YOUR RESUME TO DMV.SM.CAREERS@DMV.NY.GOV

DMV is an equal opportunity employer and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics, or any other protected category under the state and federal law.