

**DIVISION OF HUMAN RESOURCES  
OFFICE OF PERSONNEL ADMINISTRATION  
MERIT SYSTEM SELECTION & CLASSIFICATION 222-2172**

**CIVIL SERVICE  
EXAMINATION ANNOUNCEMENT**

**THIS EXAMINATION IS BEING OFFERED TO ESTABLISH A  
CIVIL SERVICE LIST THAT WILL BE IN EFFECT FOR UP TO 4 YEARS.**

**CUSTOMER SERVICE REPRESENTATIVE I #6239 (pay grade 15)  
(DMV)  
SALARY RANGE: \$30,684 – 33,382\***

**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 transaction, and to maintain simple records thereof; to deal with the public on an on-going basis; and to do related work as required.

**MINIMUM QUALIFICATIONS:**

**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.

**EXAMINATION WEIGHTS: 100% WRITTEN**

**ALL APPLICATIONS MUST BE RECEIVED AT THE OFFICE OF PERSONNEL ADMINISTRATION NO LATER THAN THE LAST DAY OF THE APPLICATION PERIOD. NO APPLICATIONS WILL BE ACCEPTED AFTER THE CLOSE OF THE APPLICATION PERIOD.**

**APPLICATION PERIOD: MARCH 26, 2007 THROUGH APRIL 20, 2007**

**Applications may be obtained at any Department of Labor and Training NETWORK RHODE ISLAND CAREER CENTERS or by applying in person at the Office of Personnel Administration, 3rd floor, One Capitol Hill, Providence, Rhode Island.**

**NOTE:** The Office of Personnel Administration does not assume responsibility for applications sent through the mail.

**NOTE:** The Personnel Administrator, at his discretion, may declare the list resulting from this examination 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 SUBJECT TO UNION CONTRACT  
GENERAL INFORMATION TO CANDIDATES (222-2172)  
RHODE ISLAND RELAY: 711**

**See reverse side for further information.**

**MARCH 22, 2007**

**AN EQUAL OPPORTUNITY EMPLOYER**

**ANN # 2/07**

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

**GENERAL INFORMATION TO CANDIDATES (222-2172)  
RHODE ISLAND RELAY: 7 1 1**

**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 test; 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.

**RESIDENCE (G.L. 36-4-18)**

Applicants must be residents of Rhode Island unless waived on exam announcement.

**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 give 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  
June 27, 1950 – January 31, 1955  
July 1, 1958 – January 1, 1959  
August 5, 1964 – May 7, 1975

August 20, 1982 – December 31, 1987  
December 20, 1989 – January 31, 1990  
August 2, 1990 – July 13, 1992

**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 Personnel Administration.

**INVESTIGATION**

The Office of Personnel Administration 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 (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 is 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) she 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.