

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Driver's License Hearing Officer

Definition

Counsels violators of motor vehicle laws; conducts hearings and adjudicates appeals of driver's license revocation, suspension or probation; documents facts, proceedings, and decisions; serves as a liaison to county treasurers' offices in the area of credential issuance; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Conducts quasi-judicial hearings of appeals resulting from citations under motor vehicle laws, according to established procedure, by evaluating individual driving histories and recommending suspension, revocation, probation, or other appropriate remedies to correct improper driving habits.

Conducts informal settlement hearings with persons whose driver's license has been suspended, revoked, canceled, or denied.

Evaluate the driving records for accidents and/or convictions of young drivers in the Graduated Driver License Program to ensure that remedial action is appropriately imposed.

Interviews persons cited under motor vehicle laws to determine the circumstances and charges associated with the violation.

Investigates charges and motorist's driving record to ascertain facts and other pertinent information preliminary to consultations and hearings.

Counsels motorists to assess attitudes, physical, and mental qualities to determine appropriateness of probation, suspension, revocation, or restrictions.

Makes decisions relative to revocation of license, suspension, or probation by analyzing information obtained during interviews or at hearings.

Prepares reports containing information obtained in conferences and appeal proceedings to document decisions.

Compares work processes of county treasurer staff and Iowa DOT staff to ensure consistent and uniform performance; identifies problems or inconsistencies and recommends possible solutions such as changes to work distribution, processes, and policies and procedures.

Serves as a department liaison regarding specific driver's license and identification card processes, including department hearings, for an assigned set of county treasurers; ensures the effectiveness and accuracy of credential issuance for county treasurer service locations.

Reviews and approves/denies credential issuance transactions conducted by county treasurers' office staff.

Competencies Required

Knowledge:

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Psychology – Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Speaking – Talking to others to convey information effectively.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Five years of full-time work experience in public administration (e.g., public-sector management, program oversight, strategic planning, or auditing).
- 2) All of the following (a and b):
 - a. One year of full-time work experience in public administration (e.g., public-sector management, program oversight, strategic planning, or auditing); and
 - b. A total of four years of education and/or full-time experience (as described in part a), where 30 semester hours of accredited college or university course work in any field equals one year of full-time experience.
- 3) Graduation from an accredited law school.
- 4) Current, continuous experience in the state executive branch that includes experience equal to four years of full-time work as a Driver & Identification Service Center Consultant or Administrative Assistant 2.

Notes

Within a period of time after hire, as determined by the appointing authority, persons in this class may be required to obtain a valid driver's license.

Effective date: 04/19 SA