

University of Cincinnati National CDL Program Assessment

Model Position Description: CDL Program Coordinator

The University of Cincinnati's Research Team found that the position of CDL Program Coordinator varied substantially from state to state. In several instances, the Research Team found that CDL Program Coordinator was not involved in all aspects of a state's CDL program and did not have visibility into all program activities.

The Research Team determined that the development of a model CDL Program Coordinator position description available including best practices would be of value as a reference for states in determining how to structure the position.

The Research Team developed the Model Position Description, by reviewing position descriptions from 15 states representing the AAMVA regions and soliciting input from CDL stakeholders. This document presents the Model Position Description for a CDL Program Coordinator including suggested best practices.

Title: State CDL Program Coordinator

The CDL Program Coordinator position should be a full-time, benefited position that is responsible for understanding, implementing, and overseeing all functions of the state commercial driver licensing program. The program includes:

- An understanding of the state legislative process and the proposal/adoption of Federal Rules
- Developing and implementing CDL programs as dictated by applicable laws, regulations, rules, and edicts.
- Ensuring all program components comply with the above legal obligations, including: CDL applicant qualifications, the issuance of a CDL, record keeping, CDL disqualification, and CDL policies and procedures.
- Understanding and processing appropriate proficiency of relevant computer systems and interfaces (AAMVA, federal, and state systems, databases, and registries)
- Being a point of contact and providing CDL program information to internal and external industry partners, including other state driver licensing agencies, FMCSA, NHTSA, motor carrier associations, training

schools/providers, CDL testing organizations, courts, and law enforcement agencies

- Applying for and managing CDL program grants
- Possessing appropriate levels of proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

The coordinator will have additional duties in their role in state government that may include the following:

- Essential Duties and Responsibilities
 - Responsible for the implementation, coordination, and supervision of commercial drivers licensing (CDL) programs, procedures, and operations in compliance with federal and state mandates.
 - Responsible for following national and state legislation and interpreting their provisions about their effect on the commercial drivers licensing program and on the development of new programs.
 - Serves as a professional resource for employees, managers, and chain of command regarding the CDL program.
 - Works under the general supervision of an executive level superior with considerable latitude for the exercise of independent judgement.
 - Analyze current processes and procedures and develop new or enhanced policies for department leaders, including possible legislative improvements.
 - Identify long term goals, operations, and procedures for CDL program.
 - Analyze proposed legislation and inform management of the fiscal and operational impact on the CDL program and the Department.
 - Act as the liaison for any partners connected to the CDL Industry:
 - Other state driver licensing agencies
 - Federal (DOT, FMCSA, NHTSA, DHS, SSA)
 - State and local agencies
 - American Association of Motor Vehicle Administrators (AAMVA)
 - State legislators
 - Law Enforcement
 - Courts

- Transportation associations
- Provide technical assistance and direction to our industry partners.
- Oversee all aspects of the jurisdiction's CDL program:
 - Knowledge and skills testing
 - Credential issuance
 - Record keeping
 - Compliance
 - Policy and procedures
- Participates in the maintenance of the CDL knowledge exam questions and skills test processes.
- Adopt one of AAMVA's approved CDL testing models. Train and certify approved MVD and Third-party staff who conduct CDL testing.
- Train and certify staff who process CDL transactions; New, Renewal, Upgrades issuances.
- Participates in periodic reviews to ensure work complies with the provisions of pertinent laws and regulations.
- Ensure medical requirements are being met, including accepting only valid Medical Examiner Certifications (MEC), all CDL drivers properly self-certify, and/or state medical standards are being met for Intrastate CDL applicants.
- CDL record keeping policies, procedures, and computer system rules are properly following state and federal laws, rules, and regulations.
 - All convictions are posted to the driving record with the proper state and ACD code
 - Ensure convictions and disqualifications are being posted within 10-days of conviction date
 - Convictions, suspensions, and administrative actions are evaluated for potential action under 49 CFR 383.51
 - Convictions and disqualifications for an out-of-state driver are being transmitted electronically through CDLIS within 10-days of the conviction date
 - Driving record events meet the proper retention periods as required per the ACD manual and state standards.

- Work with courts to ensure CDL/CMV citations are being properly adjudicated and reported within a specific period of time.
- Oversee and review all aspects of the CDL program ensuring it remains in compliance with state and federal laws, rules, and regulations including policies, procedures, documents, and system functionality.
- Conduct Audits on state clerks and examiners:
 - Commercial license applications, documents, and requirements
 - Commercial knowledge tests
 - Commercial skills tests
 - Commercial driving records
- Oversee the creation, implementation, maintenance of all third-party testing programs and organizations, including contracts and agreements.
- Conduct audits on third-party skills test organizations and testers
 - Skills test organization office and paperwork
 - Staff that conduct skills tests
 - Track pass/fail rates
 - Skills test routes
- Document and track State examiners and third-party testers
 - CDL training and certification
 - Criminal background check
 - Test routes
 - Pass/fail rates
 - Audit dates
 - Re-fresher training
 - Decertification
- Identify and investigate any fraudulent activity as it relates to CDL applicants and drivers
- FMCSA Annual Program Review
 - Complete and supply all pre-review questions and requirements
 - Submit a Corrective Action Plan (CPA) for all findings
- Ensure each approved CPA is addressed and implemented within the timeframe agreed.
- Apply for and manage Commercial Driver License Program Improvement (CDLPI) grants offered by FMCSA.

- Track and review FMCSA Notice of Proposed Rule Making (NPRM) and submit comments when appropriate.
- Participate in FMCSA webinars and roundtable calls.
- Attending annual CDL Coordinator/IT Meeting.
- Evaluate and correct or discipline staff according to policy and standards as appropriate.
- Handle inquiries and complaints received from the public.
- To serve as a member of a project team to collaborate closely with vendors and IT staff to provide functional expertise; contribute to overall project objectives and specific team deliverables; and participate in testing and error identification.

A key part to a state's overall CDL program is the level of participation a state CDL program coordinator and staff has with AAMVA. The more interaction and involvement a person have with the AAMVA community the better chance the state program has to be successful. AAMVA has multiple resources available; including webinars, and on-line learning pods, and best practices to help staff understand and implement all aspects of the state CDL program.

The biggest value a coordinator can take advantage of is attending AAMVA conferences, and volunteering to be member on one of the many committees or working groups. Personal interaction within the AAMVA community opens the door to a vast array of information, especially building relationships with other states motor vehicle divisions. Participation on AAMVA committees and working groups provides detailed insight to important aspects of the CDL world.

CDL committees and working groups:

- Commercial Driver License Information System (CDLIS)
- State Pointer Exchange System (SPEXS)
- Commercial Skills Test Information System
- AAMVA Code Dictionary (ACD)
- National Driver Registry (NDR), also known as PDPS
- Test Maintenance

Anagram definitions:

- ACD AAMVA Code Dictionary (AAMVA system)
- CDLIS Commercial Driver License Information System (AAMVA)
- CSTIMS Commercial Skills Test Information System (AAMVA system)
- DACH Drug & Alcohol Clearinghouse (FMCSR and Registry)
- EEE Exclusive Electronic Exchange (FMCSR)

- ELDT Entry Level Driver Training (FMCSR and Registry)
- FMCSA Federal Moto Carrier Safety Administration
- FMCSR Federal Motor Carrier Safety Regulations
- MEC Medical Examiner Certificate
- NDR/PDPS National Driver Registry/Problem Driver Pointer System
(AAMVA system)
- NRCME National Registry of Certified Medical Examiners (FMCSR and
Registry)
- S2S State-to-State (AAMVA system)
- SPEXS State Pointer Exchange System (AAMVA system)
- SSOLV Social Security Online Verification (AAMVA system)
- SAVE Systematic Alien Verification for Entitlements (DHS system)
- SDLA State Driver License Agency
- VLS Verification of Lawful Status (AAMVA system)

- MINIMALLY REQUIRED QUALIFICATIONS FOR APPOINTMENT

KNOWLEDGES, SKILLS, AND CAPACITIES:

- A thorough knowledge of commercial driver license eligibility requirements, federal and state mandates, and testing procedures.
- a working knowledge of State Motor Vehicle Laws pertaining to the commercial drivers licensing of motor vehicle operators.
- the ability to apply the provisions of such laws and regulations of the SDLA.
- the ability to organize, supervise, and review the work of staff engaged in CDL and related Division functions.
- the ability to deal courteously and tactfully interact with the public and handle complaints relating to the activities of the Division.
- the ability to express ideas clearly in written and oral English, and related capacities and abilities.

- EDUCATION AND EXPERIENCE:
 - EDUCATION: Shall have been gained through graduation from a college of recognized standing and meet the minimum requirements of the state executive or senior level positions (I.e., Bachelor's Degree)
 - EXPERIENCE: Such as gained through employment in a responsible capacity involving commercial drivers licensing program development and administration.
 - Or any combination of education and experience that shall be substantially equivalent to the above education and experience.

- PREFERRED QUALIFICATIONS
 - Experience with Commercial Driver License (CDL) federal law and regulations
 - Experience with Commercial Driver License (CDL) state law and regulations in support of federal law (e.g., public passenger transportation endorsements)
 - Experience with federal Commercial Driver License (CDL) Notice of Proposed Rulemaking (NPRM) process
 - Experience with federal Commercial Driver License (CDL) grant administration, grant award requirements, and agency grant application process.
 - Experience with CDL programs, program administration, preparation of quarterly and annual reports including status and compliance.
 - Experience with the federal grant process and administration
 - Experience with federal CDL certification training and compliance requirements
 - Experience with coordinating organizationally divergent CDL functional areas to meet federal compliance issues and respond to CDL inquiries.

- DESIRED QUALIFICATIONS

- Possess and maintain a valid Class A CDL License with additional endorsements.
 - Licensed and ability to operate a manual 10 or 13 speed manual transmission.
 - Provide a current US DOT Medical Certificate granted by a registered medical examiner who is registered with the FMCSA Clearinghouse system.
 - Individuals must be registered with the FMCSA Clearinghouse system.
 - Must be able to pass a pre-employment drug screening and able to participate in random drug screening program as required by FMCSA.
 - Provide a Motor Vehicle Record indicating that the coordinator's "Commercial Status" reflects "Licensed."
 - Coordinator must certify that they were never disqualified from operating a commercial vehicle based on Title 49 —Y Subtitle B Chapter III —+ Subchapter B -+ Part 383 —+ Table 1 to 383.51
 - Should provide proof of CDL driving experience and provide a motor vehicle record going back 10 years which must including records from previous states (if applicable)
 - Strong computer skills
 - Experience in both local, and over-the-road driving
 - Experience in both Doubles and Triples