

# Exciting Career Opportunities at the Vermont Department of Motor Vehicles!!



Do you enjoy interacting with people and want a fulfilling career in the Motor Vehicle Industry? Look no further... This is an exciting opportunity to help maintain our reputation as a department that offers excellent customer support during all DMV procedures. Located within the Vermont Agency of Transportation, there are many opportunities to be found with this position!

## Department of Motor Vehicles' Mission Statement:

With a commitment to excellence, the dedicated employees of DMV strive to provide the highest level of customer service, through the administration of motor vehicle laws and the promotion of highway safety.

## Department of Motor Vehicles' Core Values:

Integrity, Accountability, Professionalism and Accuracy / Quality of Information

## Benefits

- Health & Dental Insurance
- 2+ weeks vacation\*
- 2+ weeks sick leave\*
- 40 hours Personal Leave Incentive
- 11 State & Federal Holidays
- Life Insurance
- Tax Deferred Flexible Spending Account
- 457(b) Deferred Compensation Plan
- Pension
- Union Membership
- Tuition Reimbursement
- Employee Assistance Program

\*Increases to 3 weeks (each) after 5 years of service and grows from there!

\*Un-used leave carries over into the next year!

## The Package: Real Advancement & Benefits that No One Can Top!

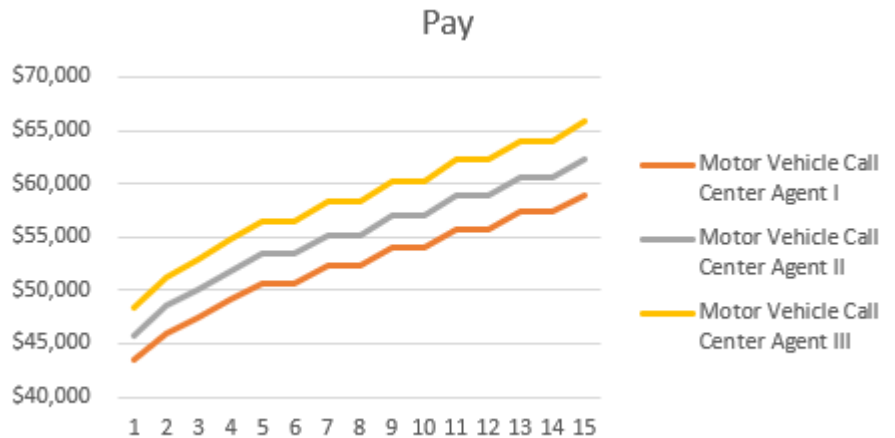
### Starting Pay Range

Motor Vehicle Call Center Agent I, II, III

**\$43K— \$48K Annual Salary**

### Raises

You are eligible for a step increase (raise) after first 6 months of employment, with subsequent steps at time intervals defined in the contract.



## Ready to get Started?

Head over to the State of Vermont Career site:

[careers.vermont.gov](https://careers.vermont.gov). Use the keyword search box to locate positions matching the text "Motor Vehicle Call Center Agent" or use this QR code!

Not sure you're a perfect fit?

Apply anyway! We value teaching and learning and there's plenty of room to grow

Want to know more?

Contact [hiredmv@vermont.gov](mailto:hiredmv@vermont.gov)



8.11.2023 CALL

# The Department of Motor Vehicles Experience

203,000+

Credentials Issued

167,000+

Customers Served In-Person

1,000,000+

Transactions Processed  
Per Year

## Are you wondering if you qualify?...

Below is a brief summary illustration of how to qualify for each level.

Motor Vehicle Call Center Agent

Motor Vehicle Call Center  
Agent I  
PG 19

### Option 1

EDUCATION

High School Diploma or  
Equivalent

EXPERIENCE

1 year

### Option 2

Motor Vehicle Call Center  
Agent II  
PG 20

EDUCATION

High School Diploma or  
Equivalent

EXPERIENCE

1 year

EDUCATION

1 Year Vocational/  
Technical Program in  
Business or Customer  
Service Occupations or  
related area

EXPERIENCE

1 year

Motor Vehicle Call Center  
Agent III  
PG 21

EDUCATION

high School Diploma or  
Equivalent

EXPERIENCE

1 year

EDUCATION

1 Year Vocational/  
Technical Program in  
Business or Customer  
Service Occupations or  
related area

EXPERIENCE

1 year

### Special Requirement:

An applicant must agree to be finger-printed and pass a background investigation to be eligible for this position. The background investigation may include criminal, financial and traffic records checks.

### FOR MORE INFORMATION:

- ◆ <https://dmv.vermont.gov/careers>
- ◆ For more information about all the exciting opportunities the Vermont Agency of Transportation has to offer check out: [careers.vermont.gov](https://careers.vermont.gov)