



STAFF SERVICES MANAGER I
MULTI-DEPARTMENTAL OPEN EXAMINATION JY15/4800

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE: This is a multi-departmental OPEN examination. Competition is open to all candidates who meet the minimum qualifications as stated on this announcement.

- Health and Human Services Agency
- Department of Aging
- Department of Alcohol and Drug Programs
- Department of Child Support Services
- Department of Community Services and Development
- Department of Developmental Services
- Department of Health Care Services
- Department of Mental Health
- Department of Public Health
- Department of Rehabilitation
- Department of Social Services
- Emergency Medical Services Authority
- Managed Risk Medical Insurance Board
- Office of HIPAA Implementation
- Office of Statewide Health Planning and Development
- Office of Systems Integration

WHO SHOULD APPLY: Applicants who meet the minimum qualifications (entrance requirements) as stated on this announcement may apply and take this examination.

HOW TO APPLY: DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE STAFF SERVICES MANAGER I EXAMINATION IS INCLUDED WITHIN THE INTERNET PROCESS.

Applicants will complete their application and respond online to questions regarding their ability to meet the minimum qualifications. An immediate minimum qualification determination will be made by the on-line system. If an applicant qualifies, he/she will be allowed to select a time to take the test. **Please print the Notice to Appear for Written Test and bring it along with a photo identification card to the written test site.**

The Final Filing Date is August 27, 2007, Noon. The on-line filing process will open on August 22, 2007 at 8:00 am and will close on August 27, 2007 at Noon.

The Written Test Date is Saturday, October 13, 2007. Multiple test site locations will be scheduled throughout the State.

SALARY: \$4,912-\$5,926



If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information to locate the nearest Internet terminal and the policies related to usage. **DO NOT** contact the State Personnel Board or one of the participating departments for this information as they do not maintain an up-to-date list of library locations. The State Personnel Board's Service Center, located at 801 Capitol Mall, Sacramento, CA 95814, does have Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1705.

INSTRUCTIONS

To apply and be scheduled for this examination on the Internet, connect to:

GO TO: http://www.spb.ca.gov/employment/exam_start.htm

CLICK ON: Take or Schedule an Exam

CLICK ON: Staff Services Manager I

FOLLOW THE ON-LINE DIRECTIONS

Applicants will be required to post a resumé as a Word or equivalent document (e.g. WordPerfect, etc.). The file must not contain pictures or graphics of any kind. To avoid delays, please have your resumé ready to post prior to beginning the on-line application process.

It takes approximately 30 minutes to complete the Application and scheduling process on the Internet. **AS A REMINDER, THE FINAL FILING DATE AND TIME IS NOON AUGUST 27, 2007; THE REGISTRATION PROCESS MUST BE COMPLETED PRIOR TO NOON, AUGUST 27, 2007.**

SPECIAL TESTING ARRANGEMENTS: Individuals with a disability or whose religious beliefs prevent them from testing on Saturdays will find instructions for requesting alternate arrangements in the application process.

If you have a physical or mental disability or medical condition as defined in Government Code 12926 that you believe requires Reasonable Accommodation in the examination filing or testing process, please call the Department of Rehabilitation at (916) 263-8791.

REQUIREMENTS FOR ADMITTANCE TO EXAMINATION: All applicants must meet the education and/or experience requirements as stated on this examination announcement at the time of filing. Submitting an application for this examination indicates that you have read, understood, and possess the minimum qualifications as required.

DEFINITION OF TERMS IN MINIMUM QUALIFICATIONS: Applications will be evaluated on the minimum qualifications using the following criteria.

- A. Analytical Staff Duties:** Involves substantial responsibility for problem definition, the development of a unique project plan, identification of alternative solutions, implementation of the desired course of action and monitoring results; involves independent or lead responsibility for one or more of the following functions:
 1. Developing program policy on a statewide basis. (Developing means conducting or coordinating a project to provide a recommendation for management review.)
 2. Providing total (fiscal, organization, staffing, conformance with policy, etc.) program evaluation or audits for a geographical area of the State, a particular program area statewide, grant projects or contracts.
 3. Developing new program models, systems or evaluation tools on a statewide basis, or as pilot projects with intent to use on a statewide basis.
 4. Developing legislation or legislative bill analysis, including the maintaining of contact with legislative staff.
 5. Developing program analysis methods, management information systems, and planning systems.
 6. Providing total program evaluation in a major staff services function or a small State department or an organizational or geographical segment of a large State department.

- B. Planning:** Includes development of goals and objectives, as well as the steps necessary to develop, analyze, implement, assess, and monitor a program, project, or organizational unit. Includes the ability to identify current and future program needs, including but not limited to budget, staffing, legislative changes, etc., necessary to ensure success and a quality product.

- C. Program Evaluation:** Involves measuring the level of success of an activity to determine conformance with laws, regulation, and/or policy over and above strictly technical experience. While technical experience can and may be a factor, for purposes of qualifying experience for this examination, “program evaluation” must extend beyond technical, scientific, or medical aspects of a program and must include measuring progress and/or success in areas such as: fiscal/financial; personnel/staffing; legislative/regulatory; and other related administrative factors.

MINIMUM QUALIFICATIONS: Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirements.

Either I

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

Or II

Experience: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

EXAMINATION INFORMATION: This examination will consist of a Written Test weighted 100%.

WRITTEN TEST SCOPE:

1. Situational Judgment
2. Reading Analysis, Comprehension, and Application
3. Written Communication Skills

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. A departmental open list will be established for use by the departments(s) listed on this announcement; use of the list by departments not listed on this announcement and transfers of list eligibility will be restricted for 6 months. The list will expire 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

POSITION DESCRIPTION: The Staff Services Manager I level is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting, or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff. On rare occasions, positions at this level may function as project leaders, coordinating the work of others through task force type organizations. This leadership role must be accompanied by a role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

Positions are located statewide with the departments listed on this examination announcement.

VETERANS' PREFERENCE: Veterans Preference credit will not be granted in this examination.

QUESTIONS? If you have any questions concerning this announcement, please send an e-mail to:

OpenSSMExam@chhs.ca.gov

GENERAL INFORMATION

It is the candidate's responsibility to print and bring a copy of the Notice to Appear for Written Test to the test site. Duplicate Notices to Appear for Written Test will not be provided for this examination.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) sub-divisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) service-wide promotional, (5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.