



ANNOUNCEMENT FOR PROMOTIONAL TESTING
BUSINESS SERVICE ASSISTANT
(SPECIALIST)

Final Filing Date: April 17, 2009

Bulletin Release Date: April 3, 2009

KK75 -4707 8H133

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, gender, 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.

WHO SHOULD APPLY: This is a promotional examination for the California Department of Public Health, Department of Health Care Services and Department of Child Support Services. Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants who have permanent civil service appointment with the California Department of Public Health, Department of Health Care Services and Department of Child Support Services as of the announced final filing date. Employees who have limited-term appointment in the department for which the examination is being given (provided they have had permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examination in the department OR must be: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC), Section 18990; OR 2) and exempt employee meeting the criteria defined in GC, Section 18992 OR persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at http://www.spb.ca.gov/jobs/stateapp.htm. Applications may be filed in person or by mail with:

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH (916) 445-0983
SELECTION UNIT
In Person: 1501 Capitol Avenue, Suite 1501
By Mail: MS 1700-1702
P.O. BOX 997378
Sacramento, CA 95899-7378

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by April 17, 2009, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing deadline will not be accepted.

SPECIAL TESTING INFORMATION: If you have a disability that requires accommodation, mark the appropriate box on the application Form STD. 678. You will be contacted to make specific arrangements.

DATE: It is anticipated that the performance test will be scheduled during May/June 2009, and in such locations throughout the state as the number of candidates and conditions warrant.

SALARY RANGES: Range A \$2495 - \$3034 per month
Range B \$2817 - \$3426 per month
Range C \$3050 - \$3708 per month

IDENTIFICATION REQUIREMENT: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

POSITION DESCRIPTION: The Business Service Assistant (Specialist) is the entry, developmental and first (Specialist) working level in the Business Services Officer series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under

supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Service Technician.)

Positions exist with the California Department of Public Health, the Department of Health Care Services, and the Department of Child Support Services in Sacramento and Richmond.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:** It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by **April 17, 2009**, the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include "to" and "from" dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

**Applications/resumes received without this information will be rejected.**

**MINIMUM QUALIFICATIONS:** Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

**Either I**

One year of experience in the California state service performing the duties comparable to those of an Office Assistant (General), Range B, or Management Service Assistant.

**Or II**

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. (Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant(General), Range B.

**GENERAL QUALIFICATIONS:** In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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.

**EXAMINATION INFORMATION:** The examination will consist of a performance test that is weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Competitors who do not appear for the performance test will be disqualified and eliminated from the examination process.

The California Department of Public Health reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

**SCOPE:** Emphasis in evaluating depth and breadth of experience and relative abilities will be placed on measuring, relative to job demands, each competitor's:

**Knowledge of:**

1. Basic English grammar and punctuation.
2. Basic mathematics
3. Basic equipment and supplies.

**Ability to:**

1. Communicate effectively.
2. Learn rapidly.
3. Follow directions.
4. Analyze data accurately.
5. Reason logically.
6. Maintain the confidence and cooperation of those contacted during the course of work.
7. Operate a personal computer.

**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 multi-departmental promotional list will be established for use by the departments listed on this announcement. The list will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

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) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first.

**VETERANS PREFERENCE:** Veterans preference credits are not granted in promotional examinations.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929      MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378      Sprint from voice telephone: 1-888-877-5379