



**CALIFORNIA DEPARTMENT OF PUBLIC HEALTH
BUSINESS SERVICE OFFICER I (SPECIALIST)**

Final File Date: **JUNE 12, 2009**
Bulletin Release Date: MAY 29, 2009

PROMOTIONAL ONLY

KK70 -4720 8H134



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.

EXAMINATION TYPE	This is a promotional examination for the California Department of Public Health, the Department of Health Care Services and the Department of Child Support Services.
WHO SHOULD APPLY	Persons who have permanent civil service appointment with the California Department of Public Health, Department of Health Care Services and Department of Child Support Services. Competition is limited to persons who meet the minimum qualifications by the final filing date as stated on this bulletin and who have a permanent civil service appointment with the Department of Public Health, Department of Health Care Services, or Department of Child Support Services as of the announced final filing date. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examination in the department <u>OR</u> must be: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; <u>OR</u> 2) an exempt employee meeting the criteria defined in GC Section 18992, <u>OR</u> (3) 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 GC 18991. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations.
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: <div style="text-align: right;"> CALIFORNIA DEPARTMENT OF PUBLIC HEALTH (916) 324-0286 SELECTION AND CERTIFICATION SECTION In Person: 1501 CAPITOL AVENUE, SUITE 1501 By Mail: MS 1700-1702 P.O. BOX 997378 SACRAMENTO, CA 95899-7378 </div> <i>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</i>
FINAL FILING DATE	Applications (Form STD. 678) must be submitted by June 12, 2009 , the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the 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.
SALARY RANGE(S)	\$3658 - \$4446 per month.
EMPLOYEE BENEFITS	In addition to the salary above the California Department of Public Health offers benefits in the following areas: <ul style="list-style-type: none"> Health, Dental, and Vision Cash Benefit Programs Disability Insurance Work, Home, and Family Beneficiary and Survivor Benefits Awards Retirement and Separation Benefits Flexible Schedules

	 Public Transit Reimbursement (limits apply) A complete description of all benefits may be viewed at http://www.dpa.ca.gov/benefits/index.htm
POSITION DESCRIPTION	<p>A Business Service Officer I (Specialist), under general supervision, independently performs technical and analytical business service work of average difficulty in a variety of functions; assists in the performance of the more difficult and complex business service work; or is assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capital Outlay, and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Service Analyst.)</p> <p>Incumbents are nonsupervisory but may serve as lead over lower level staff.</p> <p>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 Rancho Cordova.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by June 12, 2009, the final filing date. Your signature on your application indicates that you have <u>read</u>, <u>understood</u>, and <u>possess</u> the basic qualifications required.</p> <p>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, semester or quarter units, name of institution, completion dates, and degree (if applicable).</p> <p>Applications/resumes received without this information will be rejected.</p>
MINIMUM QUALIFICATIONS	<p>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.</p> <p style="text-align: center;">Either I</p> <p>One year of experience in the California state service performing the duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Service Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)</p> <p style="text-align: center;">Or II</p> <p>Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:</p> <ol style="list-style-type: none"> 1. Equipment and supplies management including the preparation of purchase documents; or 2. Building management including lease negotiation and problem resolution; or 3. Telecommunications including land wire and radio/microwave. <p>(Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant [Specialist], Range C.) AND</p> <p>Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year for year basis.)</p>
GENERAL QUALIFICATIONS	<p>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.</p>
EXAMINATION INFORMATION	<p>This examination utilizes an evaluation of education and experience (E&E) weighted 100%, and is based solely upon information provided with the application. Information provided with the application will be assessed compared to a standard developed in relation to the elements of the job and linked to the knowledge and abilities required on the job.</p> <p>Special care should be taken to submitting a complete description of your education and experience relevant to the typical tasks, scope, and minimum qualifications stated on this announcement. Supplemental information will be accepted but competitors should read the announcement carefully to determine what kind of information will be useful to those individuals completing the evaluation.</p>

	The California Department of Public Health 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 law and rules and all competitors will be notified.
SCOPE	<p>Ratings will be determined based on the depth and breadth of professional education and experience beyond what is minimally required. Emphasis will be placed on measuring:</p> <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. English grammar and punctuation 2. Basic knowledge of procurement principles and practices 3. Basic knowledge of spreadsheet software to effectively track various expenditures 4. Basic knowledge of various types of equipment and supplies <p>Ability to:</p> <ol style="list-style-type: none"> 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. Utilize good work habits 8. Work independently 9. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications 10. Utilize various types of equipment and supplies effectively and economically 11. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs 12. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements 13. Successfully negotiate agreements for office space, equipment, supplies and services 14. Prepare budgetary data on such needs 15. Analyze situations and problems accurately and take an effective course of action 16. Operate a personal computer 17. Plan and direct the work of others
ELIGIBLE LIST INFORMATION	<p>Separate departmental promotional lists will be established for use by the California Department of Public Health, Department of Health Care Services and California Department of Child Support Services. 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. All candidates meeting the requirements for admittance to the exam will be placed on the eligible list in one of three ranks.</p> <p>NOTE: Transfer of list eligibility is not permitted from a list established by an E&E examination to a list established by any other type of examination.</p> <p>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.</p>
VETERANS PREFERENCE	Veterans' preference credits are not granted in promotional examinations.
TELECOMMUNICATIONS DEVICE FOR THE DEAF	<p>The California Relay (Telephone) Service for the deaf or hearing impaired:</p> <p>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</p> <p>TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.</p>