



PROMOTIONAL EXAMINATION FOR CALIFORNIA STATE EMPLOYEES

SENIOR PERSONNEL SPECIALIST

DEPARTMENTAL PROMOTIONAL FOR: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE 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.

POSITIONS EXIST **Sacramento**

WHO SHOULD APPLY

This is a departmental promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the Department of Social Services as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18890; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person 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 Section 18991.

If applicable, submit a copy of the DD214 or other official discharge documents.

HOW TO APPLY

Applications (STD 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Exam Unit, 744 P Street, Sacramento, CA 95814, or applications may be mailed to California Department of Social Services, Personnel Bureau, Exam Unit, PO Box 944243, Sacramento, CA 94244-2430. **Please indicate the examination title on your application. Applications received without an exam title will not be accepted and the application will be returned to the sender. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

CROSS FILE -TWO CLASSES

If you meet the entrance requirements for this classification and for the **Personnel Supervisor I**, which has the same final filing date, you may file for both examinations on the same application.

APPLICATION DEADLINE

FINAL FILE DATE: **SEPTEMBER 23, 2009**

Applications (STD 678) must be POSTMARKED no later than the final file date. Applications postmarked, personally delivered, or received via interoffice mail after the final file date will not be accepted for any reason.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

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

SALARY RANGES

\$3658 - \$4446 Monthly

QUALIFICATIONS APPRAISAL INTERVIEW

It is anticipated that interviews will be held during October/November 2009. Interviews will be scheduled in Sacramento only.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**SENIOR PERSONNEL SPECIALIST
KY36 - 1317**

**FINAL FILE DATE: SEPTEMBER 23, 2009
EXAM CODE: 9BP7402**

ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the California Department of Social Services. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	NOTE: It is your responsibility to make sure you meet the minimum qualification requirements for this examination by the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.
MINIMUM QUALIFICATIONS	One year of experience in California state service performing the duties of a Personnel Specialist, Range D, or a Personnel Services Specialist II.
POSITION DESCRIPTION	This is the expert journey level of the series. Under general direction, incumbents serve as the expert staff resource responsible for the most difficult and complex personnel/payroll issues. As a "staff specialist," researches critical personnel problems and recommends alternative solutions; develops and maintains specialized training programs; reviews various control agency letters, memos, and bargaining contract provisions, and develops/revises internal procedures as necessary; prepares management reports, spreadsheets, and charts; drafts correspondence; functions as a team member on personnel-related projects; are coordinators for a variety of personnel/payroll programs, e.g., FMLA; and may act in a lead role (i.e., training, workload, etc.) over lower level staff.
EXAMINATION INFORMATION	This examination will consist of a Qualifications Appraisal Interview. This interview will consist of a number of predetermined patterned job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.

QUALIFICATIONS APPRAISAL INTERVIEW - WEIGHTED 100%

Scope

A. Knowledge of:

1. Advanced knowledge of current office methods, procedures, and equipment (e.g., information disclosure, customer service, calculator, computer hardware and software, etc.) to ensure the efficient operation of personnel/payroll/position control services.
2. Advanced knowledge of laws, rules, regulations, policies, procedures and Memoranda of Understanding (MOU) affecting personnel record keeping, personnel transactions, payroll, benefits, and position control used in state departments.
3. Advanced knowledge of basic math principles as they relate to personnel/payroll/position control issues (e.g., salary determinations, accounts receivable, disability supplementation calculations, etc.).
4. Advanced knowledge of communication principles and techniques to provide information, direction and ensure consistency, conformity and compliance with laws, rules, regulations, MOUs, policies, procedures, etc., relating to various personnel/payroll/position control functions.
5. General knowledge of leadership principles to provide direction to staff on various personnel/payroll/position control functions.
6. Advanced knowledge of training principles and techniques to provide information, direction and ensure consistency, conformity and compliance with laws, rules, regulations, MOUs, policies, procedures, etc., relating to various personnel/payroll/position control functions.

EXAMINATION
INFORMATION
(CONTINUED)**B. Skill to:**

1. Clearly communicate with others (e.g., all levels of staff, control agencies, public, etc.) to exchange and relay information related to various personnel/payroll/position control issues and to establish and maintain cooperative work relationships with those contacted during the course of work.
2. Organize and prioritize work to effectively manage workload and to comply with mandated policies and deadlines.
3. Maintain personnel/payroll/position control documents to ensure conformity, consistency, and compliance with laws, rules, regulations, policies, procedures, etc.
4. Research and analyze various personnel/payroll/position control appropriate course of action.
5. Coordinate a variety of personnel/payroll/position control services to ensure conformity, consistency, and compliance with laws, rules, regulations, policies, procedures, etc., and provide quality services.
6. Independently interpret reference materials to ensure conformity, consistency, and compliance with laws, rules, regulations, policies, procedures, etc.
7. Effectively promote equal employment opportunity objectives to create and maintain a work environment that is free of discrimination and harassment.
8. Develop various written documents (e.g., correspondence, procedures, reports, tables, spreadsheets, charts, etc.) to provide information/data on various personnel/payroll/position control related documents.
9. Operate a computer hardware/software to access/retrieve/update information and produce personnel/payroll/position control related documents.
10. Serve in a lead capacity to provide instruction, guidance and coordinate the work of others.

Ability to:

1. Multitask to effectively manage workload and comply with mandated departmental, state, federal laws, rules, regulations, policies, guidelines, and/or MOUs.
2. Apply laws, rules, regulations, and bargaining unit contract provisions to ensure consistency, conformity and compliance with departmental, state, federal laws, rules, regulations, policies, guidelines, and/or MOUs.
3. Think logically in order to take appropriate course of action.
4. Gather data to draw conclusions and make decisions when completing work assignments and projects.
5. Independently interpret and use reference materials and sources to ensure conformity, consistency, and compliance with departmental, state, federal laws, rules, regulations, policies, guidelines and/or MOUs.
6. Give directions in order to complete work assignments and projects.
7. Serve in lead capacity to provide instruction, guidance and coordinate the work of others.
8. Advise employees of their rights to receive assistance regarding various personnel/payroll/position control issues.
9. Consult with management on alternative actions they make on various transactions situations.
10. Communicate clearly and concisely with all levels of departmental staff, control agencies, public, etc., related to personnel/payroll/position control issues.
11. Operate a personal computer using word processing software.
12. Create reports, correspondence, and other job-related materials and documents.
13. Coordinate a variety of personnel/payroll/position control issues to ensure consistency, conformity, and compliance with laws, rules, regulations, policies, and procedures.
14. Research various personnel/payroll/position control issues to recommend effective, appropriate courses of action.
15. Analyze personnel/payroll/position control issues accurately and thoroughly, in order to determine and recommend effective, appropriate actions.

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**VETERANS
PREFERENCE**

Veterans preference credit will not be granted in this examination.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

The California Department of Social Services and 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.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of 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.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (**i.e., former Department employees or current employees on TAU, T&D, and LT status**) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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.

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GENERAL INFORMATION (CONTINUED)

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
PO BOX 944243
SACRAMENTO, CA 94244-2430**

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.

(09/09)