

**ADMINISTRATIVE
ASSISTANT I**

**DEPARTMENTAL PROMOTIONAL
SPOT-SACRAMENTO
CONTINUOUS**



State of California
DEPARTMENT OF
JUSTICE
P.O. BOX 944255
Sacramento, CA 94244-
2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT 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 THE 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 OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE

June 11, 2010- Examination Applications (Form STD. 678), Affirmations, and Writing Exercises must be **RECEIVED** no later than the final filing date. Applications must have an original signature. Applications received, personally delivered, faxed or received via interoffice mail after the final filing date **will not** be accepted for any reason.

WHO CAN APPLY

Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date in order to take this examination. Employees who have limited-term appointments 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 department promotional examinations in the department **or** must be: 1) a current or former employee of the Legislature for two or more years as defined in Government Code (GC) Section 18990; **or** 2) a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in GC Section 18992; **or** 3) persons 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 Section 18991.

HOW TO APPLY

To apply for this examination, you must complete the following:

- **Standard State Application (Std. 678)**
Click on the following link to submit your Standard State Application online at the State Personnel Board's website:
<http://jobs.ca.gov/OEC/index.aspx>
You do not need to print or send in your application to the Department of Justice.
- **Affirmation/ Written Exercise**
To obtain a copy of the affirmation and written exercise, [click here](#). Please put the last 4 digits of your social security number in the upper right hand corner of your Written Exercise. Please attach your Affirmation and Written Exercise in an email to testing@doj.ca.gov or print both documents and mail to:

Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

**DO NOT SUBMIT APPLICATIONS TO THE DEPARTMENT OF JUSTICE BY MAIL, EMAIL,
VIA INTER-AGENCY MAIL OR FACSIMILE.**

**SPECIAL TESTING
ARRANGEMENTS**

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

**QUALIFICATIONS
APPRAISAL INTERVIEW**

Eligible candidates will be notified by mail approximately ten (10) days in advance of the qualifications appraisal interview date.

It is anticipated that the Oral Interviews will be conducted in **June/July 2010**.

CONTINUE TO THE NEXT PAGE

SALARY RANGE

\$3658-\$4652

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

ELIGIBLE LIST INFORMATION

A departmental eligible list will be established for the Department of Justice. 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.

Positions exist with the Department of Justice in Sacramento only.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final filing date. All application/resumes must include "To" and "From" employment dates (Month/Day/Year), time base, and applicable classification titles.

MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates' possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Twelve months of work experience in the California state service performing staff work in a class with a level of responsibility equivalent to that of a Junior Staff Analyst, Range, B, or Staff Services Analyst, Range B.

Or II

Eighteen months of experience in the California state service performing the duties of an Executive Secretary I.

Or III

Two years of progressively responsible experience in one or a combination of the following:

1. Relieving an administrator of assigned administrative detail and preparing reports and/or recommendations for administrative action. (Experience in California state service must be in a class equivalent in level of responsibility to Office Services Supervisor I.); or
2. Professional or technical experience in a field usually requiring an education of collegiate grade and involving duties and responsibilities which develop a wide knowledge of the field of management, at least two years of which shall have involved the independent development of administrative recommendations.

(Possession of a Master's Degree in Public, Personnel, or Business Administration or related field may be substituted for one year of the required experience. Possession of a Master's Degree in Hospital Administration with a one-year internship in a hospital or its equivalent may be substituted for the required experience.) and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for four years of the required education on a year-for-year basis. Any work experience gained in State service may be used to meet the education requirement on a year-for-year basis.)

(In appraising experience, more weight will be given to the breadth of experience and the evidence of the candidate's ability to accept and fulfill increasing responsibility than to the length of his/her experience.)

CONTINUE TO THE NEXT PAGE

DEFINITION OF TERMS

Pattern I

“Duties in a class equivalent in level and type...” means the applicant must have State service experience of appropriate type and length in a class at the same (or higher) level of responsibility, and/or pay as the class specified.

Pattern II

“Performing the duties of...”-To meet this requirement, the applicant must have the amount of experience in state service in the class (or on a T & D to the class) specified.

Pattern III

“Equivalent to graduation from college” are the following:

- A bachelor’s degree from an accredited college. This means applicant must show receipt of a bachelor’s degree (4 year degree).
- If the formality of receiving a degree and participating in a graduation ceremony has not yet occurred, but the applicant has completed the number of units, he or she is considered to have the equivalent of college graduation. To be given credit for equivalency, a letter from the college or university stating that the applicant has met all the academic requirements for graduation is the only evidence of equivalent that is acceptable. (SM 6200.14)

POSITION DESCRIPTION

Prepares administrative reports detailing the results of inquiries conducted at the instruction of manager or administrator; Assists in interpreting departmental policies to operating divisions; Assists operating heads on administrative problems and procedures; Cooperates with other agencies, groups, and individuals in connection with the coordination of departmental activities; Prepares, proofs, and formats articles for publication; Prepares invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software; Reads and analyzes incoming memos, submissions, and reports to determine their significance and identifies the appropriate person to whom the materials should be distributed; Performs general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work; Maintains effective interpersonal relationships with other staff members.

EXAMINATION INFORMATION

The examination will consist of a **Written Exercise** and **Qualification Appraisal Interview**.

The **Written Exercise** will assess the candidate’s ability to effectively use written communication in a manner that is professional, respectful, concise, and effective. This testing component measures the following knowledge and ability:

Knowledge of:

1. The English language- includes grammar, spelling, and syntax- at a level that permits the employee to effectively proof and edit a variety of office documents including letters, memos, email messages, reports, and articles for publications.

Ability to:

1. Communicate effectively in writing.

The **Oral Interview** will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. This testing component measures the following knowledge and ability:

Knowledge of:

1. Office administration principles, methods, and procedures.
2. State travel reimbursement policies.
3. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

EXAMINATION
INFORMATION
(CONTINUED)

Knowledge of (continued):

4. The English language- includes grammar, spelling, and syntax- at a level that permit s the employee to effectively proof and edit a variety of office documents including letters, memos, email messages, reports, and articles for publications.
5. Microsoft Word sufficient to create and format professional documents using tables, text formatting, table of contents, mail merge, etc.
6. E-mail and calendar management software (e .g., Groupwise, Outlook) suff icient to create correspondence and manage multiple calendars.

Ability to:

1. Quickly analyze and solve problems that are likely to occur in an office environment.
2. Establish and maintain cooperative and effective working relationships.
3. Independently carry out assignments with minimal instructions.
4. Verbally communicate in an effective manner.
5. Communicate effectively in writing.
6. Effectively utilize a ctive listening skill s to give full attention to wh at other peo ple are saying, taki ng time to understan d th e key point s being ma de, aski ng ap propriate questions, and not interrupting at inappropriate times.
7. Utilize effe ctive time manage me nt skill s to accom plish work a ccording to required timelines.
8. Effectively communicate- verbally- when talking to ot hers to an swer questions, gather, or convey information.
9. Think critical ly when sol ving a wide variety of office-related problem s i ncluding identifying the stre ngths and wea knesses of alte rnative soluti ons, con clusions o r approaches to problems.
10. Maintain a calm demeanor u nder p ressure a nd rea ct to tense situatio ns with constructive solutions.
11. Manage mult iple tasks at once whil e ens uring th at a steady rate of pro gress i s maintained on each one.
12. Attend to fin e details in one' s own work and the work of othe rs to identify potential problems or errors.
13. Determine when others require assistance and takes steps to help others when needed to ensure overall office productivity and high morale.

There will be **one** score based on the combi ned **Qualifications Appraisal Interview** and the **Written Exercise**. In order to obtain a position on the eligible list, a minimum rating of 70% must be obtained.

QUALIFICATIONS APPRAISAL INTERVIEW/WRITTEN EXERCISE - WEIGHTED 100%

SPECIAL PERSONAL
CHARACTERISTICS

Demonstrated cap acity for a ssuming increa sing resp onsibility, originality, open-mindedness, and tact.

VETERANS
PREFERENCE/
CAREER CREDITS

Veterans Preference Credits or Career Credits **will not** be granted in this examination.

CONTINUE TO THE NEXT PAGE

GENERAL INFORMATION

The Department of Justice 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 candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 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 Department of Justice, (916) 324-5039, TDD (916) 952-8396 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 the State Personnel Board Offices (www.spb.ca.gov), and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, 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.

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. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

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) multi departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this 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.

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.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education 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.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

If hearing impaired, call the California Relay Service.
1-800-735-2929 (From TDD Phone)
1-800-735-2922 (From Voice Phone)

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

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
P.O. BOX 944255
SACRAMENTO, CA 94255-2550
(916) 324-5039

Department of Justice

**Affirmation/ Written Exercise
Administrative Assistant I**

The Written Exercise is one component included in the Administrative Assistant I promotional examination. The score from this exercise will be combined with your Qualifications Appraisal Interview. To obtain a position on the eligible list a minimum score of 70% must be received. The instructions below should be read carefully and understood before completing this Written Exercise. Failure to do so may result in an inability to process your Written Exercise and disqualification from this examination.

All applicants **must complete and return the Affirmation and Written Exercise no later than June 11, 2010.**

Completed Written Exercises and Affirmation pages must be returned to one of the following addresses:

Mailing Address:

Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

Email Address:

Testing@doj.ca.gov

I hereby certify that this Written Exercise was written only by myself and no other person. I understand that if it is later discovered that I did not complete this Written Exercise myself, I may be removed from the examination and/or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Printed Name: _____

Last 4 digits of social security # _____

Signature

Date Signed

Administrative Assistant I

Written Exercise

Instructions:

- Please type the last four digits of your social security number in the upper right hand corner.

Scenario:

Your administrator is hosting a meeting with her counterparts at other California state departments. During this meeting, she will facilitate a discussion of the implications of a recently released California State Personnel Board policy memo ([See Attachment A](#)).

Your administrator has given you the following assignment:

1. Write a letter to Thomas Conrad M.D. at the Department of Personnel Administration. His address is MS 117B at the California Department of Personnel Administration located at 19435 Broadway Avenue, Sacramento, CA. 95814, inviting him to attend the meeting.
2. In the letter, provide a short review of the important points of the policy memo.
3. Provide a summary of the purpose of the meeting.
4. Tell Dr. Conrad that the meeting will be held in the 6th floor conference room at the California Department of Justice headquarters located at 119 I Street, Sacramento, CA. 95841. The meeting will be held from 1:00PM to 4:00PM on July 6.
5. This is a high level meeting and it is important the letter be written in a clear, concise, and highly professional manner. Keep it to a single page.

Once you have finished the letter, please submit it either by email to testing@doj.ca.gov as an attachment or by mail to:

Department of Justice
Testing & Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550



MEMORANDUM

DATE: May 11, 2010

TO: All Members of the Governor's Cabinet, State Agencies, and Employee Organizations

/s/ SUZANNE M. AMBROSE

FROM: Suzanne M. Ambrose
Executive Officer

SUBJECT: HR MOD PROJECT – THREE RANK ELIGIBLE LIST PILOT STUDY

On June 10, 2010, the State Personnel Board (SPB) will be holding a hearing on the Three Rank Eligible List Pilot Study (Pilot). This two- year Pilot was approved by the Board on June 10, 2008, to allow examinations for certain types of classifications to utilize three passing scores. The purpose of the Pilot was to determine whether a three rank eligible list facilitates the state civil service hiring process in a manner that is consistent with a competitive merit-based process. All interested stakeholders are invited to comment on whether the Board should take action to adopt, abolish or extend the Pilot. The Board will consider all comments made by interested parties at the May 4, 2010, board meeting and, therefore, it is not necessary for those presenters to appear again.

The hearing will be held at 10: 00 a.m. on June 10, 2010, in the auditorium at 801 Capitol Mall, Sacramento, California, 95814.