



California Department of Justice Business Service Officer I (Specialist) Business Service Officer I (Supervisor) Training and Experience Questionnaire

This Training and Experience Questionnaire is the examination process for the classifications of Business Service Officer I (Specialist) and Business Service Officer I (Supervisor). The results of this examination will determine your placement on the hiring list(s) for the classification(s) should any open positions become available.

The assessment is a self-rating process. In the following pages, you will rate yourself on a series of statements designed to measure how your educational and work history has provided you the essential knowledge, skills, and abilities required to successfully perform in the Business Service Officer I (Specialist) and/or Business Service Officer I (Supervisor) position(s). **The overall assessment consists of four (4) core sections and one (1) supervision section.**

- Budgeting
- Communication
- Time Management
- Program Management
- Supervision [For Business Service Officer I (Supervisor)]

NOTE: If you applied for the Business Service Officer I (Specialist) exam, please complete the core sections, Items #1 through #22h only. If you applied for the Business Service Officer I (Supervisor) exam, please complete the core sections and the supervisor section, Items #1 through #27. If you applied for both the Business Service Officer I (Specialist) and the Business Service Officer I (Supervisor), please complete the core sections and the supervisor section, Items #1 through #27.

General Instructions/Affirmation

The Training and Experience Questionnaire is the sole component of the Business Service Officer I (Specialist) and Business Service Officer I (Supervisor) examination(s). 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 examination. Failure to do so may result in an inability to process your Training and Experience Questionnaire and disqualification from this examination.

All applicants **must complete and return the entire** Training and Experience Questionnaire by **December 24, 2010** to be considered in this examination process.

Completed Training and Experience Questionnaire and Std. 678 examination application must be returned to one of the following addresses:

Mailing Address:

Department of Justice
Testing & Selection Unit
PO Box 944255
Sacramento, CA 94244-2550

File in Person:

Department of Justice
Testing & Selection Unit
1300 I Street, 1st Floor Lobby
Sacramento, CA 95814

I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, 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.

Your Signature:

Date:

Your Name (Printed):

Budgeting

A person working in the Business Service Officer I (Specialist) or Business Service Officer I (Supervisor) classification must have a basic knowledge of the budgeting and monitoring process. A Business Service Officer I (Specialist) or Business Service Officer I (Supervisor) may be responsible for the allocation of budgeted amounts, planning expenditures in a unit, working with management on communicating current fiscal conditions, and identifying and proposing position, equipment, and supply order changes to ensure a desired level of service is provided within the work unit.

1. Please indicate your level of independence working within an established program budget to ensure fiscal accountability and continuity of service.
 - a. I have no experience working within an established program budget.
 - b. I have worked within an established program budget under close supervision.
 - c. I have worked within an established program budget under limited supervision.
 - d. I have independently worked within an established program budget.

2. Please indicate how much experience you have with the budgeting and monitoring process.
 - a. I have no experience working with the budgeting and monitoring process.
 - b. I have 6 months or less experience working with the budgeting and monitoring process.
 - c. I have more than 6 months but less than 1 year experience working with the budgeting and monitoring process.
 - d. I have at least 1 year but less than 3 years experience working with the budgeting and monitoring process.
 - e. I have at least 3 years or more experience working with the budgeting and monitoring process.

Communication

Persons working in the Business Service Officer I (Specialist) or the Business Service Officer I (Supervisor) classification perform a variety of business service activities where they are called upon to communicate with various types of persons whether it is through performing as a lead over clerical support staff and other analytical staff, representing the work unit in meetings or interviewing individuals. This can occur in a variety of settings ranging from making recommendations to management to communicating department goals and objectives to staff, customers, and stakeholders.

3. How much overall experience do you have working with groups, employees, management and/or vendors to develop solutions to problems/issues relating to work unit procedures, business processes and/or policies?
 - a. I have no experience working with others to develop solutions to problems/issues.
 - b. I have 6 months or less experience working with others to develop solutions to problems/issues.
 - c. I have more than 6 months but less than 1 year experience working with others to develop solutions to problems/issues.
 - d. I have at least 1 year but less than 3 years experience working with others to develop solutions to problems/issues.
 - e. I have at least 3 years or more experience working with others to develop solutions to problems/issues.

4. Considering your overall experience, where did you learn to work with groups, employees, management, and vendors to develop solutions to problems/issues relating to work unit procedures, business processes, and/or policies?
 - a. I have no experience but would be willing to learn.
 - b. I gained this experience in a training environment.
 - c. I gained this experience in an academic environment.
 - d. I have gained this experience in a work setting (e.g., federal, state, city, county, private sector).

5. What is the highest level of independence you have working with groups, employees, management and vendors to develop solutions to problems/issues relating to work unit procedures, business processes, and/or policies?
- a. I have no experience working with groups to develop solutions to problems/issues
 - b. I have observed others work with groups to develop solutions to problems/issues
 - c. I have worked with groups to develop solutions to problems/issues under close guidance of my supervisor or from others.
 - d. I independently work with groups to develop solutions to problems/issues.

Time Management

Persons working in the Business Service Officer I (Specialist) or Business Service Officer I (Supervisor) classification are responsible for prioritizing work assignments to ensure completion within established timeframes. Meeting these deadlines can occur by establishing a course of action for self and/or subordinate staff.

6. How much overall experience have you had simultaneously working on multiple projects that have required you to utilize time management techniques?
- a. I have no experience utilizing time management techniques on multiple projects.
 - b. I have 6 months or less overall experience utilizing time management techniques on multiple projects.
 - c. I have more than 6 months but less than 1 year experience utilizing time management techniques on multiple projects.
 - d. I have at least 1 year but less than 3 years experience utilizing time management techniques on multiple projects.
 - e. I have at least 3 years or more experience utilizing time management techniques on multiple projects.

7. Considering your overall professional and educational experience, in what context did you perform time management techniques?
- a. I have never performed time management techniques but I would be willing to learn.
 - b. I have performed time management techniques in a training environment.
 - c. I have performed time management techniques in an academic setting.
 - d. I have performed time management techniques in a work setting (e.g., federal, state, city, county, private sector).
8. Considering your overall professional and educational experience, how many of the following time management techniques have you utilized:
- 1. Coordinating time
 - 2. Creating work/action plans
 - 3. Prioritizing projects
 - 4. Creating project milestones
 - 5. Monitoring project progress
 - 6. Developing timelines
 - 7. Calendaring
- a. I have never utilized any of the above listed time management techniques.
 - b. I have utilized 1 to 2 of the above listed time management techniques.
 - c. I have utilized 3 to 4 of the above listed time management techniques.
 - d. I have utilized all of the above listed time management techniques.
9. Which statement best describes your ability to work under pressure of tight timelines when completing projects or assignments.
- a. I do not work well under pressure of tight timelines when completing projects or assignments.
 - b. I work adequately under pressure of tight timelines when completing projects or assignments.
 - c. I work very well under pressure of tight timelines when completing projects or assignments.
 - d. I work extremely well under pressure of tight timelines when completing projects or assignments.

Program Management

Persons working in the Business Service Officer I (Specialist) or Business Service Officer I (Supervisor) classification are responsible for identifying opportunities for collaboration and cooperation with staff and stakeholders to establish and maintain effective working relationships. This may also occur when working with vendors and service providers negotiating delivery dates, or prices and resolving problems.

10. How much experience do you have purchasing various office products (e.g., computers, toner, office supplies)?
 - a. I have no experience purchasing various office products.
 - b. I have 6 months or less experience purchasing various office products.
 - c. I have more than 6 months but less than 1 year experience with purchasing various products.
 - d. I have at least 1 year but less than 3 years experience purchasing various office products.
 - e. I have at least 3 years or more experience purchasing various office products.

11. Considering your professional experience, how frequently do you purchase various office products (e.g., computers, toner, office supplies)?
 - a. I have never purchased office products.
 - b. I purchase various office products on a monthly basis.
 - c. I purchase various office products on a bi-weekly basis.
 - d. I purchase various office products on a weekly basis.

12. How would you describe your level of readiness to purchase various office products?
 - a. I am not ready to purchase various products, but I am willing to learn.
 - b. I am ready to purchase various office products with some additional training.
 - c. I am ready to purchase various office products under some general assistance or supervision.
 - d. I currently purchase various office products independently as part of my work assignment.

13. How much experience do you have using the following electronic office equipment: computers, fax machines, photocopiers, mailing equipment, document scanners, printers, videoconferencing equipment, CD burners, DVD duplicators?
- a. I have no experience using the above listed electronic office equipment.
 - b. I have 6 months or less experience using the above listed electronic office equipment.
 - c. I have more than 6 months but less than 1 year experience using the above listed electronic office equipment.
 - d. I have at least 1 year but less than 3 years experience using the above listed electronic office equipment.
 - e. I have at least 3 years or more experience using the above listed electronic office equipment.
14. Considering the types of electronic office equipment listed above, what types have you used?
- a. I have used 3 or less types of the electronic office equipment listed above.
 - b. I have used 4 to 5 types of the electronic office equipment listed above.
 - c. I have used 6 to 7 types of the electronic office equipment listed above.
 - d. I have used 8 or more types of the electronic office equipment listed above.
15. On a daily basis, how often do you use the types of electronic office equipment listed above?
- a. I never use the types of electronic office equipment listed above.
 - b. 1 – 2 hours per day
 - c. 3 – 4 hours per day
 - d. 5 or more hours per day

16. How much experience do you have using State Leverage Procurement Agreements (State Contracts)?
- a. I have no experience using State Leverage Procurement Agreements.
 - b. I have 6 months or less experience using State Leverage Procurement Agreements.
 - c. I have more than 6 months but less than 1 year experience using State Leverage Procurement Agreements.
 - d. I have at least 1 year but less than 3 years experience using State Leverage Procurement Agreements.
 - e. I have at least 3 years or more experience using State Leverage Procurement Agreements.
17. Choose the statement that best describes how often you use State Leverage Procurement Agreements (State Contracts)?
- a. Never
 - b. Every few months to yearly
 - c. Every few weeks to monthly
 - d. Every few days to weekly
18. What is your experience working independently to prepare Purchase Orders, Service Authorizations, or Service Contracts?
- a. I have no experience and would need close supervision preparing Purchase Orders, Service Authorizations, or Service Contracts.
 - b. I have observed others preparing Purchase Orders, Service Authorizations, or Service Contracts and would require minimal training.
 - c. I have prepared Purchase Orders, Service Authorizations, or Service Contracts with the assistance of others.
 - d. I prepared Purchase Orders, Service Authorizations, or Service Contracts, independently.

19. Choose the statement that best describes how often you prepare Purchase Orders, Service Authorizations, or Service Contracts?

- a. Never
- b. Every few months to yearly
- c. Every few weeks to monthly
- d. Every few days to weekly

20. From the list below, which statement best identifies the number of software applications you have used to complete reports, process contracts, and create other work related documents?

- 1. MS Word
- 2. MS Excel
- 3. MS Access
- 4. Power Point
- 5. Adobe Acrobat
- 6. Groupwise
- 7. Accounting Information System (AIS)
- 8. ProLaw

- a. I have not used any of the software applications listed above.
- b. I have used 1 to 2 of the software applications listed above.
- c. I have used 3 to 4 of the software applications listed above.
- d. I have used 5 or more of the software applications listed above.

21. What is your level of knowledge using the following software applications?

21a. MS Word

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21b. MS Excel

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21c. MS Access

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21d. Power Point

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21e. Adobe Acrobat

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21f. GroupWise

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21g. Accounting Information System (AIS)

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

21h. ProLaw

- a. I have no knowledge of the software applications listed above
- b. I have limited knowledge of the software applications listed above and would need close supervision to work with them.
- c. I have enough knowledge to use the software applications with assistance but not independently.
- d. I have extensive knowledge of the software applications.

22. How recent is your use of the software applications listed to complete reports, process contracts, and create other work related documents

22a. MS Word

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22b. MS Excel

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22c. MS Access

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22d. Power Point

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

21e. Adobe Acrobat

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22f. GroupWise

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22g. Accounting Information System (AIS)

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

22h. ProLaw

- a. I never use the software applications listed above.
- b. I use the software applications listed above on a monthly basis.
- c. I use the software applications listed above on a weekly basis.
- d. I use the software applications listed above on a daily basis.

SUPERVISION

For Business Service Officer I (Supervisor) Applicants ONLY

As a Business Service Officer I (Supervisor), you are required to monitor the work of subordinate employees to ensure the unit work meets quality, quantity and timeliness standards.

23. Which of the statements below best describes your readiness to assume the responsibility of monitoring the work of subordinate employees?
- a. I am not ready to assume this responsibility, but I would be willing to learn.
 - b. I am not ready to assume the responsibility of monitoring the work of subordinate employees, but I would be ready upon completion of training.
 - c. I am ready to assume the responsibility of monitoring the work of subordinate employees under general assistance or supervision.
 - d. I currently assume the responsibility of monitoring the work of subordinate employees, in a lead capacity, as part of my assignment.
24. In the past year, how many times have you monitored the work of other employees to ensure the work meets quality, quantity and timeliness standards?
- a. I have never monitored the work of other employees.
 - b. I have infrequently monitored the work of other employees.
 - c. I have frequently monitored the work of other employees.
 - d. I monitor the work of other employees on a regular basis.

As a Business Service Officer I (Supervisor) you may be required to make presentations to employees and management on issues related to work unit services. This can occur in a variety of settings such as providing training, conducting team-building sessions, and/or delivering formal presentations to management.

25. How much overall experience have you had conducting training and/or team-building sessions?
- a. I have no experience.
 - b. I have observed others conducting training and/or team-building sessions.
 - c. I have conducted training and/or team-building sessions with the assistance of others.
 - d. I independently conduct training and/or team-building sessions.
26. Which statements best describes your readiness to conduct training and/or team-building sessions for employees and/or management?
- a. I am not ready to assume this responsibility, but I would be willing to learn.
 - b. I am ready to conduct training and/or team-building sessions, but I would be ready upon completion of training.
 - c. I am ready to conduct training and/or team-building sessions under general assistance or supervision.
 - d. I currently perform this responsibility in a lead capacity as part of my assignment.
27. Considering your overall experience where did you learn to conduct training and/or team-building sessions?
- a. I have never conducted training and/or team-building sessions, but I would be willing to learn.
 - b. I have conducted training and/or team-building sessions in a training environment under the direction of the course instructor.
 - c. I have conducted training and/or team-building sessions in an academic setting under the direction of the course instructor.
 - d. I independently conduct training and/or team-building sessions.

THIS COMPLETES THE TRAINING AND EXPERIENCE QUESTIONNAIRE

DEPARTMENT OF JUSTICE
BUSINESS SERVICE OFFICER I SERIES
PROMOTIONAL- STATEWIDE

CONDITIONS OF EMPLOYMENT
FORM 631
IDENTIFICATION #: _____
(Personnel Office Use ONLY)

NAME: _____ (PLEASE PRINT)
Last First M.I.

If you are successful in the above examination, your name will be placed on the active list and certified to fill vacancies according to the conditions you have specified on this form. If you are unable to accept employment, or do not reply to contacts from the department your name will be placed on the inactive list for this classification.

PLEASE SELECT YOUR CHOICE(S) INDICATING LOCATION(S) YOU ARE WILLING TO WORK:

- (05) Anywhere in the State
- (0100) Alameda
- (1900) Los Angeles
- (3400) Sacramento
- (3700) San Diego
- (3800) San Francisco

PLEASE INDICATE THE TYPE OF APPOINTMENT(S) YOU WILL ACCEPT

Please Check Your Choice(s):

- (D) Permanent - full time only.
- (R) Permanent - part time or intermittent.
Temporary - full time, part time, or intermittent.
- (A) All of the above

NOTE: PLEASE NOTIFY THE DEPARTMENT OF JUSTICE/ TESTING AND SELECTION UNIT, IN WRITING, OF ANY CHANGE IN YOUR ADDRESS OR AVAILABILITY FOR EMPLOYMENT.

DEPARTMENT OF JUSTICE
TESTING & SELECTION OFFICE
1300 "I" STREET
SACRAMENTO, CA 95814