

Program Manager I & II

Department of Consumer Affairs

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Department of Consumer Affairs (DCA) Program Manager I & II examination consists of a Training and experience evaluation used to evaluate your education, training and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Program Manager I & II Core, Task-based Questions

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

- More than 4 years
- More than 2 years and up to 4 years
- More than 1 year and up to 2 years
- More than 6 months and up to 1 year
- 0 to 6 months

Level at which the task was performed

- Supervised others on task
- Performed task as a lead or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

1. Interpreting and explaining organizational policies, procedures, laws, rules, regulations, and/or practices affecting work unit operations, employees, the public, industry, legislature, law enforcement, and other professional organizations.
2. Interpreting and explaining legislative and regulatory processes, laws, rules, regulations, and/or practices affecting work unit operations, employees, the public, industry, legislature, law enforcement, and other professional organizations.
3. Developing policies and procedures to ensure the effective operation of the work program.
4. Reviewing job related policies, regulatory requirements, legislation, statutes, and codes (e.g., Business and Professions Code, California Code of Regulations, Vehicle Code, Penal Code, Health and Safety Code) to determine impact on organizational operations, staff, programs and/or policies.

5. Reviewing manuals, memos and other job-related materials and documents (e.g., trade magazines, case law) to determine impact on organizational operations, staff, programs and/or policies.
6. Testifying (e.g., in court, legislative committees, hearings) on behalf of the organization in support of organizational positions or investigative findings.
7. Interpreting and administering provisions of collective bargaining agreements, laws, and rules to ensure compliance in the course of supervising employees.
8. Identifying industry/market trends (e.g., consumer harm, advertising practices) to assist in the development of methods for action.
9. Reviewing and approving work products (e.g., investigations, regulations, budgets, administrative actions) for formal filing.
10. Monitoring the status and progress of products and services to ensure quality and timely completion of work assignments/projects.
11. Conducting hiring interviews to acquire the appropriate personnel in accordance with laws, rules, and regulations.
12. Overseeing the training and development of staff by assessing and identifying training needs.
13. Monitoring the work activities of staff to provide quality services, achieve operational efficiency, and mitigate potential risks to the organization.
14. Monitoring staffing levels to ensure adequate coverage and to meet/maintain program goals.
15. Evaluating employee performance and providing feedback to staff using performance evaluations, probationary reports, and Individual Development Plans (IDP).
16. Initiating and/or participating in the Progressive Discipline process to correct/improve employee performance/behavior or address issues of unsatisfactory performance.
17. Assigning and delegating work assignments at an appropriate level of responsibility to subordinate employees.
18. Developing, recommending and implementing solutions for problems relating to procedures, business processes, and/or policies.
19. Providing technical and program consultation to executive level management involving the administration, development, and application of standards and guidelines.
20. Providing technical information to stakeholders or consumers regarding automotive repair.

21. Participating in media communications to deliver sensitive or technical information to the consumers and industry.
22. Collaborating with law enforcement, industry, government agencies, and consumer organizations.
23. Preparing and responding to correspondence for executive level management.
24. Resolving complaints or problems/issues relating to division programs, procedures, business processes, and/or policies to ensure operational effectiveness and consumer satisfaction.

Section 2: Program Manager I & II Core, Knowledge, Skill, Ability, and Personal Characteristic-based Questions

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 4 years
- More than 2 years and up to 4 years
- More than 1 year and up to 2 years
- More than 6 months and up to 1 year
- 0 to 6 months

25. Knowledge of California State laws and administrative regulations pertaining to consumer protection.
26. Knowledge of regulatory requirements, legislation, statutes, and codes (e.g., Business and Professions Code, California Code of Regulations, Vehicle Code, Penal Code, Health and Safety Code) regarding automotive operations, repair and maintenance.
27. Knowledge of The Bureau of Automotive Repair's (BAR) policies, procedures and functional operations.

28. Knowledge of The Bureau of Automotive Repair's (BAR) programs and branches (e.g., Consumer Assistance, Field Operations and Enforcement, Enforcement Planning and Oversight, Vehicle Documentation and Laboratories).
29. Knowledge of Department of Consumer Affairs (DCA) policies, procedures and manuals (e.g., Equal Opportunity Policy, Contract Manual).
30. Knowledge of industry language, acronyms, abbreviations and symbols to aid in understanding of the automotive industry.
31. Ability to apply current automobile manufacturer information and specifications for consumer complaint investigations, administrative actions, and consumer assistance requests.
32. Ability to interpret and apply laws, regulations, and codes to provide technical information in a meaningful manner to persons of varying backgrounds.
33. Knowledge of industry standards to aid in the effective management of consumer protection and related programs.
34. Knowledge of the collective bargaining agreements and Department of Personnel Administration's (DPA) laws and rules to ensure compliance.
35. Ability to perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages) to prepare various program and project reports and summaries.
36. Knowledge of management/supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.
37. Ability to prepare clear and concise technical documents for audiences with varying levels of understanding.
38. Ability to manage projects or assignments without close supervision or detailed instructions.
39. Ability to compile, maintain, and monitor records to ensure accuracy of consumer and industry data and support program information.

Section 3: Program Manager II, Additional Task-based Questions

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have performed this task for:

- More than 4 years
- More than 2 years and up to 4 years
- More than 1 year and up to 2 years
- More than 6 months and up to 1 year
- 0 to 6 months

Level at which the task was performed

- Supervised others on task
- Performed task as a lead or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

- 40. Presenting workload statistics and determining monetary impact on operations for preparation of formal requests for upper management.
- 41. Managing fiscal resources, budget, and other expenditures to ensure they remain within allocated resources (e.g., budget, salary savings reports, expenditure reports).
- 42. Assessing and recommending the development of Budget Change Proposals (BCPs) to obtain approval and secure funding for resources (e.g., personal services, operating expenses and equipment).
- 43. Assessing and recommending seminars/training classes for the development of staff.

Section 4: Program Manager II, Additional Knowledge, Skill, Ability, and Personal Characteristic-based Questions

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

More than 4 years

More than 2 years and up to 4 years

More than 1 year and up to 2 years

More than 6 months and up to 1 year

0 to 6 months

44. Ability to make formal presentations to individuals or groups to communicate information and educate others.
45. Knowledge of the Administrative Procedures Act (APA) for program administration.
46. Knowledge of quality control measures (e.g., survey, report data, statistics, case tracking) to ensure timeliness and accuracy of products and services.