



Support Services Assistant (General)

Agency Code: 0499 Class Code: 1432 Exam Code: 0PB56

Department: Department of Rehabilitation
Opening Date: 2/16/2011 9:00:00 AM
Final Filing Date: Continuous
Type of Examination: Departmental Open
Salary: Monthly ranged-\$2, 168.00- \$2,895.00

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

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.

WHO SHOULD APPLY?

Persons interested in working as a Support Services Assistant (General) with the State of California.

FILING INSTRUCTIONS

FINAL FILING DATE: CONTINUOUS

WHERE TO APPLY: CLICK THE LINK AT THE BOTTOM OF THIS BULLETIN.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

ELIGIBLE LIST INFORMATION

An OPEN, MERGED eligible list will be established by the California Department of Human Resources for use by the Department of Rehabilitation. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

POSITION DESCRIPTION

Under direct supervision, to provide reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant or State employee; perform reading services; serve as a messenger; transport and accompany staff members to places of business where services are otherwise unavailable; perform simple clerical services; and to do other related work.

Please Note: All of the Support Services Assistant (General) positions with the Department of Rehabilitation are filled on a Permanent Intermittent basis. However, other State departments that use this list may employ on a Full Time, Permanent basis.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

To preview the Support Services Assistant, General, examination, select [Preview of Training and Experience Support Services Assistant, General, examination.](#)

MINIMUM QUALIFICATIONS

NOT APPLICABLE

KNOWLEDGE AND ABILITIES

Knowledge of:

- The concerns and special needs of persons with disabilities as it relates to the community and working environment.
- Various disabilities to enhance delivery of services.

Ability to:

- Read and write English at a level required for successful job performance.
- Utilize various computer software (e.g., word processing, spreadsheets) to enhance work efficiency.
- Read aloud and speak intelligibly to facilitate effective communication.
- Adapt to changes in priorities, work assignments, and other factors to ensure job expectations are met.
- Be organized with attention to detail to ensure job efficiency.
- Actively listen to others to facilitate communication.
- Maintain professional standards in compliance with applicable policies and procedures.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other clerical support classifications by the services to be performed. Incumbents in the class of Support Services Assistant (General) are regularly and routinely required to perform reading, driving and/or work related attendant care services for the disabled. This class is not to be used in lieu of other clerical classes which provide assistance to an applicant/employee in an office or unit.

SPECIAL PERSONAL CHARACTERISTICS

Neatness; willingness to follow directions; ability to read aloud and speak intelligibly. For those positions requiring driving, possession of a valid driver license will be required. Applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
Attn: Examination Services
1515 S Street
Sacramento, CA 95811

1-866-844-8671
California Relay Service (7-1-1)
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GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and at local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should 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.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may 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. For more information, you may refer to the [Support Services Assistant \(General\) classification specification](#) .

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

Eligible Lists: 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. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

Bulletin Revision Date: 1/20/2016

TAKING THE EXAM

When you click the link below, you will be directed to the Support Services Assistant, (General), online Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

Select [Support Services Assistant \(General\), Examination](#) to begin the Support Services Assistant examination process.