



### **PROGRAM TECHNICIAN 3**

Class Code 9929– Exam Code 2PB31

- Department(s):
- Air Resources Board
  - California Health Benefit Exchange (Covered California)
  - California Department of Human Resources
  - California Highway Patrol
  - California Horse Racing Board
  - California State Compensation Insurance Fund
  - California State Lottery
  - Department of Alcoholic Beverage Control
  - Department of Child Support Services
  - Department of Community Services and Development
  - Department of Conservation
  - Department of Consumer Affairs
  - Department of Food and Agriculture
  - Department of Forestry and Fire Protection
  - Department of General Services
  - Department of Health Care Services
  - Department of Housing and Community Development
  - Department of Insurance
  - Department of Justice
  - Department of Managed Health Care
  - Department of Parks and Recreation
  - Department of Pesticide Regulation
  - Department of Public Health
  - Department of Rehabilitation
  - Department of Social Services
  - Department of State Hospitals
  - Department of Transportation
  - Department of Veterans Affairs
  - Employment Development Department
  - Government Operations Agency
  - Public Utilities Commission

Final Filing Date: Cut-off dates will be scheduled periodically.

Type of Examination: Multi-Departmental Open

Salary: MONTHLY-RANGED-SALARY - \$3,272.00 to \$4,099.00

- Tenure/Time-base:
- Permanent Full-time
  - Permanent Part-time
  - Permanent Intermittent
  - Limited Term Full-time
  - Limited Term Part-Time
  - Limited Term Intermittent

## INTRODUCTION

Covered California, also known as the California Health Benefit Exchange, continues to have multiple vacancies in the Program Technician Series (Program Technician 2 and 3 and Supervising Program Technician 3) within the Sacramento and Fresno regions. Bilingual positions are also available for Spanish, Chinese, Hmong, Tagalog, Cantonese, Mandarin, Korean, Vietnamese, Russian, Armenian, Farsi, and Arabic speakers.

## EEO

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

## 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 laws of the State, the rules governing civil service, and the special trust placed in public servants.

## WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not retake it for twelve (12) months.

## FILING INSTRUCTIONS

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

**If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.**

**ON THE SELF-SCHEDULING DATE PLEASE GO TO THE TAKING THE EXAM SECTION OF THIS BULLETIN TO BEGIN AND COMPLETE THE SCHEDULING PROCESS.**

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

## ELIGIBLE LIST INFORMATION

An eligible list will be established by the California Department of Human Resources for use by the participating State departments noted on this bulletin. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility is valid for **(24)** months after it is established. Competitors must then retake the examination to reestablish eligibility.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

## MINIMUM QUALIFICATIONS

### Program Technician 3

#### Either 1

In the [California state service](#), either: (a) 12 months of experience performing duties equivalent in level of responsibility to the class of Program Technician 2 or Supervising Program Technician I; or (b) 30 months of experience performing duties equivalent in level of responsibility to the class of Program Technician.

#### Or 2

Three years of [experience in a governmental or private agency performing duties with program responsibilities](#) equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in [level of responsibility to the California state civil service class of Program Technician 2.](#))

## POSITION DESCRIPTION

### Definition of Program Technician 3

This is the super-journey level in the Program Technician series. Under general direction and with very little day-to-day supervision, incumbents act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes. These positions require the ability to effectively use reference materials and communicate efficiently and effectively.

Duties may vary with department and/or program areas. Duties include performing clerical and technical work; working independently and with minimal direction; evaluating situations accurately, and taking effective action; learning and applying laws, rules and regulations; and meet and tactfully deal with the public, co-workers and/or clients, either face-to-face or by telephone.

Positions exist in the following counties: Alameda, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, Santa Clara, Shasta, Solano, Stanislaus, Tulare, Ventura, and Yolo.

## EXAMINATION INFORMATION

### WRITTEN TEST– Weighted 100%

This examination will consist of a written test, multiple choice, weighted 100%. To obtain a position on the eligible list, a minimum rating of 70% must be attained. The written test is designed to evaluate a candidate's knowledge in the areas of (1) Arithmetic Calculations, (2) Written Communication, and (3) Reading Comprehension.

This examination will also allow for the use of calculators, and these will be issued to the candidates on the written test date by the California Department of Human Resources. The use of a candidate's personal calculator will not be permitted.

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

1. Modern office methods, equipment, and procedures

### B. Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules and regulations, procedures, and policies.
5. Make arithmetic calculations with speed and accuracy.
6. Read and write English at a level required for successful job performance.
7. Meet and tactfully deal with the public, co-workers and/or clients, either face-to-face or by telephone.
8. Work independently with minimal direction.

## VETERANS' PREFERENCE

Veterans' Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 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.

## CONTACT INFORMATION

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

California Department of Human Resources (CalHR)

Attn: Examination Services

1515 "S" Street, North Bldg., Suite 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a

TTY Device.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to print their "Notice to Appear" and present the notice on the date, time, and location of the test date.

**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. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** at <http://jobs.ca.gov> and 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 requiring special testing arrangements** due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

**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.

**Bulletin Release Date:** This examination bulletin was released and posted on [www.jobs.ca.gov](http://www.jobs.ca.gov) on January 22, 2013. Last updated December 18, 2014.

**Security and Confidentiality of Examination:** Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Wilfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule."

Pursuant to Government Code 19681. "It is unlawful for any person: (a) To practice any deception or fraud with regard to his identity in connection with any examination, application, or request to be examined. (b) To obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination

questions or materials for the purpose of instructing or coaching or preparing candidates for examinations. (c) To use any unfair means to cause or attempt to cause any eligible to waive any rights obtained under this part.”

**Veterans’ Preference:** Effective January 1, 2014, in accordance with Government Code 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 <https://jobs.ca.gov/Public/Jobs/Veterans.aspx>, and the Department of Veterans Affairs.

**Bulletin Revised: 8/17/2017**

## **TAKING THE EXAM**

You must schedule yourself to participate in this written examination. Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

<u>Self-Scheduling Opens</u>	<u>Written Exam Date</u>	<u>Locations</u>
Wednesday, November 15 <sup>th</sup> , at 11:00	November 18 <sup>th</sup> , 2017	Galt, CA.
Wednesday, November 15 <sup>th</sup> , at 11:00	November 18 <sup>th</sup> , 2017	Fresno, CA.

Test dates are posted here as needs warrant. Please check this area periodically for open testing.

If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

[CLICK HERE to self-schedule the Program Technician 3 written exam.](#)