



Supervising Program Technician 1

Exam Code: 2PB32

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Supervising Program Technician 1 – \$3,547.00 - \$4,437.00 per month

[View the Supervising Program Technician 1 classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

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 this examination, you may not retake it for **twelve (12) months**.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814
Phone: (866) 844-8671
Email: CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

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

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Supervising Program Technician 1

Either 1

In the California state service, 18 months of experience performing the duties equivalent in level of responsibility to the class of [Program Technician](#).

Or 2

Two years of experience in a [governmental or private agency performing duties with program responsibility 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 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician 2.)

POSITION DESCRIPTION

Supervising Program Technician 1

This is the first supervisory level for the series. Under general supervision, incumbents train new employees; plan, organize, and direct the work of a small unit comprised mainly of Program Technicians; and personally perform the most complex work.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination consists solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Standard filing procedures (alphabetical, numerical, categorical, etc.) to complete process.
2. Personal computer software to create, save, and retrieve documents and folders.

3. Word processing software applications to prepare correspondence, reports and formal documents (e.g., font, paragraphs, border, and headings).
4. The use of the internet to conduct research and obtain information related to programs and projects.
5. Electronic mail and calendaring to respond to inquiries, communicate with others, and schedule meetings.
6. Standard office policies and procedures to ensure department requirements are met.
7. Notification processes to properly and timely inform parties of debt, missing documentation, and other actions.
8. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and error-free.
9. Conflict resolution techniques to resolve conflicts among staff and co-workers.
10. The principles and practices of employee supervision, development, and training to manage assigned staff.
11. Performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
12. Leadership principles and methods to motivate and maintain the productivity of employees in accomplishing program objectives.

Ability to:

1. Use and operate a variety of basic office equipment (e.g., telephones, copiers, and fax machines) in the course of completing assigned work tasks.
2. Organize information from various sources in a semantically or categorically functional order.
3. Maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy.
4. Learn how to use new equipment and machinery following standard safety procedures.
5. Learn new software programs and technology devices.
6. Learn, interpret and apply laws, rules, regulations, procedures and policies.
7. Read, correspondence and assess importance in relation to formality, nature, pertinence (deadlines) and source.
8. Read and comprehend technical documents (e.g., reports, manuals, policies, procedures, standards and regulations.)
9. Analyze written materials and determine their validity, accuracy, and completeness.
10. Read various forms and templates to ensure proper completion.
11. Review and edit memos, policies, procedures and letters for proper content, format, grammar, punctuation, and sentence structure.
12. Communicate information and ideas in writing in a clear, articulate manner using tone, vocabulary, and grammar appropriate to the audience.
13. Write technical documents in a clear and concise manner.
14. Communicate orally in a courteous, professional manner to a variety of individuals (e.g., coworkers, management, clients, the public) in order to exchange information.
15. Establish and maintain cooperative relationships with employees, management, staff personnel from other State agencies, consultants, and/or the public.

16. Use tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others (e.g. departmental employees, the public, representatives of other State agencies) to convey information in a professional manner.)
17. Accept constructive criticism regarding work products and practices in order to continually improve work performance.
18. Represent the departmental in a professional manner, maintaining the proper role in responding to the public.
19. Make oral presentation in a group setting, taking into account the audience and nature of the information, to communicate information in a variety of settings (e.g., trainings, meetings).
20. Facilitate meetings with staff to communicate and exchange information.
21. Think critically using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
22. Learn knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment to understand its implications and apply lessons to current and future problem solving and decision- making.
23. Perform basic mathematics (e.g., multiplication, division, addition, and subtraction) calculations with speed and accuracy.
24. Conduct basic research to locate, collect, and compile information needed to answer questions or complete assignments.
25. Compare information from a variety of sources to apply laws or rules, determine compliance, or ensure consistency.
26. Follow written and oral directions given by management to ensure work is completed per their instructions.
27. Interpret numerical data in a variety of formats, including tables, charts, and graphs.
28. Pay close attention to detail in order to perform work in an accurate and thorough manner.
29. Work independently to meet work deadlines with minimal supervision.
30. Work under stressful or adverse conditions (e.g. tight deadlines, work overload), ensuring job tasks are completed by self and others.
31. Take initiative in identifying work that needs to be completed to continuously improve program and maintain productivity.
32. Prioritize multiple assignments for self and others while maintaining a high level of productivity.
33. Be flexible with time, assignments, and people to accommodate work priorities and remain open to different work methods.
34. Organize materials, assignments, and activities in a methodical fashion to manage staff workloads and ensure staff productivity.
35. Operate keyboards, 10 keys, calculators, and adding machines to enter data.
36. Manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
37. Review technical and detailed work of others to ensure a high rate of accuracy.
38. Fairly and appropriately delegate and monitor work assignments to appropriate levels of staff to ensure quality, quantity, and timeliness standards.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Supervising Program Technician 1** classification will be established for the State of California (all State of California departments, statewide).

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

EXAMINATION INFORMATION

[Preview of the Supervising Program Technician 1 Training and Experience Evaluation](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

[Take the Supervising Program Technician 1 examination](#)

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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EQUAL OPPORTUNITY EMPLOYER

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.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) 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 applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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) servicewide promotional, 5) departmental open, 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.

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 competitor 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.