



## **BUSINESS SERVICE ASSISTANT (SPECIALIST)**

Class Code: 4707 – Exam Code 3PB07

Department(s): Board of Equalization  
California Conservation Corps  
California Department of Human Resources  
California Department of Social Services  
California Department of Technology  
California Energy Commission  
California Health Benefit Exchange  
California Public Employees Retirement System  
California Public Utilities Commission  
California State Lands Commission  
California State Lottery  
California State Teachers' Retirement System  
Department of Alcoholic Beverage Control  
Department of Business Oversight  
Department of Child Support Services  
Department of Conservation  
Department of Consumer Affairs  
Department of Education  
Department of Finance  
Department of Forestry & Fire Protection  
Department of Health Care Services  
Department of Housing and Community Development  
Department of Insurance  
Department of Justice  
Department of Military  
Department of Motor Vehicle  
Department of Parks and Recreation  
Department of Public Health  
Department of Rehabilitation  
Department of Resources Recycling & Recovery  
Department of State Hospitals  
Department of Veterans Affairs  
Franchise Tax Board  
Government Operations Agency  
Office of Environmental Health Hazard Assessment  
Office of Statewide Health Planning & Development  
Secretary of State  
State Compensation Insurance Fund  
State Personnel Board  
22<sup>nd</sup> DAA/Del Mar Fairgrounds

Opening Date: May 30, 2013

Final Filing Date: Scheduling dates set periodically

Type of Examination: Multi-Departmental Open  
Salary: Range A \$2,609-\$3,268  
Range B \$2,945-\$3,690  
Range C \$3,189-\$3992  
Tenure/Time-base: Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-time  
Limited Term Part-time  
Limited Term Intermittent

### **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?**

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 reapply for (12) months.

### **SPECIAL TESTING ARRANGEMENTS**

If you have a disability and/or need special testing arrangements you will be able to request a reasonable accommodation during the filing and self-scheduling process.

If you have questions, please contact:

California Department of Human Resources Selection Division

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 list will be established by the California Department of Human Resources for use by the State departments listed on this examination bulletin. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 24 months after it is established. Competitors may only take the Written Examination once during any 12 month period.

### **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

### Pattern 1

One year of experience in the California state service performing duties comparable to those of an [Office Assistant \(General\), Range B](#), or [Management Services Assistant](#).

### Or Pattern 2

One year of experience in a [technical capacity](#) with responsibility for one or a combination of business service activities such as [accountability and maintenance of office and industrial equipment](#), [major building maintenance](#), [managing of major commercial properties](#), or [fiscal management](#) and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year [performing the duties of a class comparable to Office Assistant \(General\), Range B.](#)]

## POSITION DESCRIPTION

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.)

Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties does not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.

## EXAMINATION INFORMATION

### WRITTEN TEST – Weighted 100%

The examination will consist of a written test, multiple choice, and weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be attained. The written test is designed to evaluate a candidate's knowledge in the areas of:

**(1) Arithmetic Calculations**

This test section is designed to assess your knowledge and skill in solving a variety of arithmetic computations.

**(2) Data Accuracy**

This test is designed to assess your accuracy in assessing, organizing, and reviewing data and information.

**(3) Written Communication**

This test section is designed to assess your knowledge and skill in written communication, such as

grammar, punctuation, spelling, sentence structure and word usage.

This examination will also allow for the use of calculators, and these will be issued to the candidate 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. English grammar and punctuation
2. Standard filing practices
3. Basic mathematics

### B. Ability to:

1. Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials.
2. Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
3. Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
4. Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
5. Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
6. Ability to comprehend written instructions in order to carry out assigned tasks.
7. Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
8. Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
9. Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.

## 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.

## CONTACT INFORMATION

If you have any questions concerning this announcement, please contact:

The California Department of Human Resources Selection Division  
1515 S Street, North Building, Suite 400  
Sacramento, CA 95811-7258  
1-866 844-8671  
California Relay Service: (7-1-1)

Telecommunications Device for the Deaf (TTY) (916) 654-6336

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## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to print his/her "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.

**Applications are available** at [www.jobs.ca.gov](http://www.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 needing 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.

**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 classification specification <http://www.calhr.ca.gov/state-hr-professionals/pages/4707.aspx>.

**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.

**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) Willfully 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 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 <https://jobs.ca.gov/Public/Jobs/Veterans.aspx> and the Department of Veterans Affairs.

**Bulletin Revision Date: 5/18/2017**

#### **TAKING THE EXAM**

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that seating is limited and scheduling for a specific exam date will conclude once all seats are filled. Future self-scheduling and exam dates will be made available as demand warrants.

Check this bulletin regularly for future written test dates and locations.

**\*The link below will not grant you access until the self-scheduling date and time.**

[CLICK HERE to self-schedule the Business Service Assistant \(Specialist\) written exam.](#)

#### **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 seating is limited and scheduling for a specific exam date will conclude once all seats are filled. Future self-scheduling and exam dates will be made available as demand warrants.

#### **Self-Scheduling Opens**

#### **Written Exam Dates**

#### **Location**

**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.**

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