



## Executive Assistant

Exam Code: 3PB15

Department: State of California  
Final Filing Date: Scheduled periodically  
Type of Examination: Servicewide, Open

### CLASSIFICATION DETAILS

**Executive Assistant** – \$3,576.00 - \$4,475.00 per month

#### Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this exam.

#### How to Apply:

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 exam locations will be posted.

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

Check this bulletin regularly for future exam dates.

**ON THE SELF-SCHEDULING DATE, PLEASE GO TO THE “Taking the Exam” SECTION OF THIS BULLETIN TO BEGIN THE SCHEDULING PROCESS.**

### 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.

## **Executive Assistant**

### **EITHER I**

One year of experience in the California state service performing secretarial duties at a level of responsibility not less than those of an Executive Secretary I or two years of secretarial experience in the California state service at a level of responsibility not less than Secretary or Office Technician.

### **OR II**

One year of experience performing technical duties in the California state service in a class comparable in level of responsibility to Management Services Technician.

### **OR III**

Four years of experience as a Secretary or Administrative Assistant outside of California state service of which at least one year must have been at the level of responsibility of Executive Secretary I or Management Services Technician or at least two years must have been at the level of responsibility of Secretary or Office Technician. (Up to two years of intensified secretarial training in an approved curriculum or college level course work in business, personnel or public administration may be substituted for the general outside experience on a year-for-year basis.)

## **POSITION DESCRIPTION**

### **Executive Assistant**

Researches confidential and sensitive departmental or program issues; using microcomputers and/or video display terminals, accesses inputs, revises and extends information contained in the data banks; screens, redirects and/or responds to telephone calls and written inquiries from the Governor's Office and Legislature and other high level contacts on behalf of the Administrator; maintains the administrator's working schedule and calendar; develops and implements computer-based management information systems for the administrator; implements computer-based office management systems; follows up on projects and requests assigned to programs; as delegated by the administrator, reviews materials submitted by programs for format, content and grammar; develops or assists in the development of office workload and planning standards, staffing requirements and budgets; prepares and signs correspondence in the absence of the administrator; directs the activities of the support staff of the administrator's office; supervises subordinate staff; establishes office procedures and operating systems; provides and/or directs the typing and secretarial support services for the administrator.

## **EXAMINATION SCOPE**

This examination consists of the following components:

## **Multiple Choice Written Examination – Weighted 100% of the final score**

A final score of 70% must be attained to be placed on the eligible list.

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 on measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Knowledge of time management and prioritization techniques to oversee timely completion of work assignments.
2. Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.

Ability to:

1. Take initiatives, work independently, and complete projects without detailed instructions.
2. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
3. Manage workload and assignments in order to meet work unit and project objectives and deadlines.
4. Work under the pressure of a heavy workload and/or short timelines when completing work assignments.
5. Use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others.
6. Maintain the confidentiality of sensitive and confidential information (e.g., personnel-related issues, projects).
7. Be flexible in adapting to changes or interruptions in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action for completing projects and assignments.
8. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
9. Establish and maintain cooperative working relationships with staff and other departments.
10. Objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
11. Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
12. Ability to prepare concise written summaries of comprehensive and detailed written materials.
13. Ability to review and edit memos (e.g., reports, policies, procedures, letters) for proper content, format, grammar, punctuation, and sentence structure.

14. Ability to write clear and concise instructions that can be easily understood by

- audiences of varying levels.
15. Ability to listen and take accurate notes.
  16. Ability to summarize separate pieces of written information into a clear and concise single document.
  17. Ability to communicate information clearly and concisely when writing memos and letters to audiences of varying levels

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Executive Assistant** classification will be established for:

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 **18** 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.

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

Career Credits are not granted for examinations administered on an Open basis or Promotional basis.

## EXAMINATION INFORMATION

The examination will consist of a written test, multiple choice, 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, (2) Written Communication, and (3) Data Accuracy.

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.

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

**Applications are available at** [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**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."

## 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 offices 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 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 date. Although seating is limited and scheduling will conclude once all the available seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted in the future.

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

Self-Scheduling Opens

Examination Date

Location

[Schedule](#) a written exam for the Executive Assistant classification.

**Please note: If you have a disability and need special testing arrangements, please select the Reasonable Accommodation box during the self-scheduling process.**

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
[CalCareer@CalHR.CA.GOV](mailto: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.

## 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

The Examination/Employment Application (STD 678) is available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer account ([www.CalCareers.ca.gov](http://www.CalCareers.ca.gov)).

**If you meet the requirements** stated on this examination bulletin, you may take this competitive examination. 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 scores.

**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 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 exam bulletin.