



Business Service Officer 1 (Specialist)

Exam Code: 3PB1701

Business Service Officer 1 (Supervisor)

Exam Code: 3PB1702

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Business Service Officer 1 (Specialist) – \$4,136.00 - \$5,179.00 per month

Business Service Officer 1 (Supervisor) – \$4,479.00 - \$5,544.00 per month

View the [classification specification](#) for the Business Service Officer 1 (Specialist & Supervisor) classifications.

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 **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.

Business Service Officer 1 (Specialist) Business Service Officer 1 (Supervisor)

Either I

One year of experience in the California state service performing duties comparable to those of a [Business Service Assistant \(Specialist\), Range C, or of a Staff Services Analyst, Range B, in a business service assignment](#). (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

Or II

Experience: One year of [technical experience beyond the Trainee level](#) in one or a combination of the following:

1. [Equipment and supplies management including the preparation of purchase documents. Or](#)
2. [Building management including lease negotiation and problem resolution. Or](#)
3. [Telecommunications including landwire and radio/microwave.](#)

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a [Business Service Assistant \(Specialist\), Range C.](#)] and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Business Service Officer 1 (Specialist)

Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.)

Incumbents are nonsupervisory but may serve as lead over lower level staff. With an appropriate restructuring of duties, positions allocated to this class may be downgraded to Business Service Assistant (Specialist) for recruitment purposes.

Business Service Officer 1 (Supervisor)

This is the first supervisory level in the series. Under general supervision, incumbents typically have full supervisory responsibility for approximately 3-6 lower level staff in a business service office which may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks.

Typically, incumbents either (1) supervise all business service functions in the smallest business service offices and may personally perform the most difficult and complex technical and analytical business service work; or (2) in larger offices, supervise one or more business service functions of average difficulty or two or more functions of least complexity as assistant to a higher level Business Service Officer and assist with the performance of more difficult and complex business service work.

EXAMINATION SCOPE

This examination consists of the following components:

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

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. 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. English grammar and punctuation
2. Principles and practices of public administration
3. Financial record keeping
4. Office and automotive equipment and supplies
5. Bases for property values and the legal forms
6. Procedures and requirements necessary in property transactions
7. Building management including office layout, lighting, heating and ventilation
8. Personnel management and supervision*
9. The department's Affirmative Action Program objectives*
10. A supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.*

**Pertains only to Business Service Officer 1 (Supervisor)*

Ability to:

1. Communication effectively
2. Learn rapidly
3. Follow directions
4. Analyze data accurately
5. Reason logically
6. Maintain the confidence and cooperation of those contracted during the course of work
7. Utilize good work habits
8. Write specifications
9. Determine whether incoming materials, supplies and equipment meet the standards set up in these specifications
10. Utilize office and automotive equipment and supplies effectively and economically
11. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs
12. Inspect miscellaneous properties and equipment and correctly report their conditions and recommend replacements
13. Plan and direct the work of others

14. Successfully negotiate agreements for office space, equipment, supplies and services
15. Prepare budgetary data on such needs
16. Analyze situations and problems accurately and take an effective course of action
17. Estimate future needs and cost of equipment, supplies, and services and prepare budgetary data on such needs*
18. Effectively contribute to the department's affirmative action objectives.*

**Pertains only to Business Service Officer 1 (Supervisor)*

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Business Service Officer 1 (Specialist and Supervisor)** classifications 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 **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. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

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.

EXAMINATION INFORMATION

[Preview 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 examination for the [Business Service Officer 1 \(Specialist and Supervisor\)](#) classifications.

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.