



# Administrative Assistant 1

**Class Code: 5361 – Exam Code: 3PB31**

Department(s): State of California  
Final Filing Date: Cut-off dates will be scheduled periodically  
Type of Examination: Multi-Departmental Open  
Salary: Monthly Ranged Salary \$3824.00 - \$5010.00

## EQUAL EMPLOYEE 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 retake it for (12) months.

## SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability, medical condition or religious accommodation, you will be able to request a reasonable accommodation during the exam filing process.

If you have any questions, please contact the:

California Department of Human Resources Contact Center at 1-866-844-8671

OR

California Relay Service at 7-1-1

Telecommunications Devices for the Deaf (TTY) at (916) 654-6336\*

(\*))TTY is a telecommunications device that is reachable only from telephones equipped with a TTY

device.

#### SALARY INFORMATION

Administrative Assistant 1 Monthly Salary Range A: \$ 3824.00 - \$ 4788.00

Administrative Assistant 1 Monthly Salary Range B: \$ 4001.00 - \$ 5010.00

#### ELIGIBLE LIST INFORMATION

An eligible list will be established by the California Department of Human Resources for use by state departments listed 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 expires (12) months after it is established. Competitors must then retake the examination to reestablish eligibility. A candidate may test only once during a twelve (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

##### EITHER I

Twelve months of work experience in the California state service performing staff work in a class with a level of responsibility equivalent to that of [Junior Staff Analyst, Range B, or Staff Services Analyst, Range B](#).

##### OR II

Eighteen months of experience in the California state service performing the duties of an Executive Secretary I.

##### OR III

Experience: Two years of progressively responsible experience in one or a combination of the following:

1. Relieving an administrator of assigned [administrative detail](#) and preparing reports and/or recommendations for administrative action. (Experience in California state service must be at a level of responsibility equivalent to that of [Office Services Supervisor I.](#)); or
2. Professional or technical experience in a field usually requiring an education of collegiate grade and involving duties and responsibilities which develop a working knowledge of the [field of management](#), at least one year of which shall have been in a higher than [trainee](#) capacity.

(Possession of a Master's Degree in Public, Personnel, or Business Administration or related field may be substituted for one year of the required experience. Possession of a Master's Degree in Hospital Administration with a one-year internship in a hospital or its equivalent may be substituted for the required experience.) and Education: [Equivalent to graduation from college](#). (Additional qualifying experience may be substituted for four years of the required education on a year-for-year basis. Any

work experience gained in State service may be used to meet this education requirement on a year-for-year basis.)

(In appraising experience, more weight will be given to the breadth of experience and the evidence of the candidate's ability to accept and fulfill increasing responsibility than to the length of his/her experience.)

## **POSITION DESCRIPTION**

Assists an administrator by relieving him/her of administrative detail; makes special studies and investigations and prepares administrative reports; assists in interpreting departmental policies to operating divisions; assists operating heads on administrative problems and procedures; makes studies and evaluations of operating programs and procedures and assists in the installation of new programs and procedures; develops criteria on which to evaluate the personnel needs, operating effectiveness, and budgetary requirements; prepares manuals of procedures; cooperates with other agencies, groups, and individuals in connection with the coordination of departmental activities; studies proposed legislation and advises the administrator regarding its possible effect on departmental programs; on occasion, represents the department at conferences, meetings, and legislative hearings; may supervise and review the work of the staff of the administrator's immediate office; prepares articles for publication; addresses interested groups; dictates correspondence and prepares reports.

## **EXAMINATION INFORMATION**

### **WRITTEN TEST – WEIGHTED 100%**

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

## **KNOWLEDGE AND ABILITIES**

### **Administrative Assistant 1**

#### **Knowledge of:**

- Principles, problems, and methods of public and business administration to complete work assignments.
- Organization, personnel, and fiscal management to complete daily work assignments.
- Office management principles, methods, and procedures to complete work assignments.
- Performance management systems such as probation reports, Individual Development Plans (IDP), and feedback systems to develop staff and improve productivity.
- Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.
- Travel rules and policy to complete travel documents (e.g., travel advances, arrangements, travel expense claims).

#### **Ability to:**

- Work independently and carry out a variety of critical and time sensitive projects without detailed instructions.
- Track and monitor pertinent activities (e.g., legislation, program changes, critical

correspondence) in an organized fashion to keep the office running efficiently.

- Develop detailed and specific procedures and processes outlining the steps to follow in completing department, program and/or project tasks.
- Identify information, materials, and resources needed to complete a project or assignment.
- Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
- Prioritize and schedule the work to be completed by a work team or project task force.
- Manage and prioritize multiple assignments.
- Maintain accuracy and attention to detail when completing multiple assignments.
- Work under pressure and adjust to a diverse working environment.
- Work with diverse individuals to collect the necessary information.
- Remain professional when dealing with internal and external stakeholders.
- Research travel options using the phone and internet to secure travel arrangements for others.
- Establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
- Negotiate and compromise when resolving issues involving differing opinions and viewpoints.
- Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
- Interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
- Act as a liaison on behalf of the Administrator when interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.
- Be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
- Maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (e.g., personnel-related issues, projects).
- Exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.
- Identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
- Office management principles and procedures for delegating work assignments to staff.
- Monitor the progress of other staff to ensure the quality and timeliness of work assignments under the guidance and direction of the Administrator.
- Train staff on various assignments to ensure consistency.
- Communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
- Evaluate written materials to make recommendations for action based upon the information provided.
- Write and develop procedures that are understood by various levels of audiences using proper grammar, punctuation, and sentence structure.
- Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
- Extract relevant data and information from a larger body of material to summarize for reports and procedures.

- Read and comprehend various documents (e.g., policies, procedures, standards, regulations, reports, contracts) to complete work assignments.
- Reconcile discrepancies in data and information to ensure accuracy.

#### 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 dishonorable discharged.

#### 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

TTY is a telecommunications device that 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 contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**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.

**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 mark the appropriate box on the application and contact 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.

**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.

**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: 7/11/2017**

## 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.

**Self-Scheduling Opens**

**Written Exam Date(s)**

**Location**

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

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

**[Click Here to apply for and to self-schedule the Administrative Assistant 1 exam.](#)**