



Administrative Assistant I

Exam Code: 3PB31

Department: State of California

Final Filing Date: Cut-off dates will be scheduled periodically.

Type of Examination: Service-wide, Open

CLASSIFICATION DETAILS

Administrative Assistant I – \$4,136.00 - \$5,418.00 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. If you schedule an exam date and do not appear, you will not be able to re-schedule for at least 6 weeks.

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.

Administrative Assistant I

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

Administrative Assistant I

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 SCOPE

This examination consists of the following components:

Written Test – Weighted 100% of the final score. The examination will consist solely of a multiple choice, written test designed to evaluate knowledge in the areas of:

1. Situational Judgement
2. Written Communication
3. Reading Comprehension

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

Ability to:

1. Work independently and carry out a variety of critical and time sensitive projects without detailed instructions.
2. Track and monitor pertinent activities (e.g., legislation, program changes, critical correspondence) in an organized fashion to keep the office running efficiently.

3. Develop detailed and specific procedures and processes outlining the steps to follow in completing department, program and/or project tasks.
4. Identify information, materials, and resources needed to complete a project or assignment.
5. Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
6. Prioritize and schedule the work to be completed by a work team or project task force.
7. Manage and prioritize multiple assignments.
8. Maintain accuracy and attention to detail when completing multiple assignments.
9. Work under pressure and adjust to a diverse working environment.
10. Work with diverse individuals to collect the necessary information.
11. Remain professional when dealing with internal and external stakeholders.
12. Research travel options using the phone and internet to secure travel arrangements for others.
13. Establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
14. Negotiate and compromise when resolving issues involving differing opinions and viewpoints.
15. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
16. Interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
17. 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.
18. 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.
19. Maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (e.g., personnel-related issues, projects).
20. Exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.
21. Identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
22. Office management principles and procedures for delegating work assignments to staff.
23. Monitor the progress of other staff to ensure the quality and timeliness of work assignments under the guidance and direction of the Administrator.
24. Train staff on various assignments to ensure consistency.
25. Communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
26. Evaluate written materials to make recommendations for action based upon the information provided.
27. Write and develop procedures that are understood by various levels of audiences

- using proper grammar, punctuation, and sentence structure.
28. Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
 29. Extract relevant data and information from a larger body of material to summarize for reports and procedures.
 30. Read and comprehend various documents (e.g., policies, procedures, standards, regulations, reports, contracts) to complete work assignments.
 31. Reconcile discrepancies in data and information to ensure accuracy.

ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the Administrative Assistant I 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 **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.

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

For an examination with a written feature, it is the candidate's responsibility to print the "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 may be limited or extended as conditions warrant.

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. **[add only if MQs contain education requirements; if not, do not add]**

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.

Self-Scheduling Opens

Exam Date

Location

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

[Schedule](#) a written exam for the Administrative Assistant I 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

Questions regarding this examination should be directed to:

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

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.