



# Secretary

Secretary Class Code: 1176

Secretary Exam Code: 3PB43

Department(s): Board of Equalization  
Cal Fire  
California Department of Human Resources  
California Department of Veterans Affairs  
California Public Employees Retirement System  
California State Lands Commission  
California State Teachers Retirement System  
Department of Alcoholic Beverage Control  
Department of Business Oversight  
Department of Education  
Department of Finance  
Department of Health Care Services  
Department of Justice  
Department of Motor Vehicles  
Department of Parks and Recreation  
Department of Social Services  
Department of State Hospitals  
Department of Transportation  
Department of Veterans Affairs  
Employment Development Department  
First 5 California  
Franchise Tax Board  
Government Operations Agency  
Native American Heritage Commission  
State Personnel Board

Final Filing Date: Cut-off dates will be scheduled periodically  
Type of Examination: Multi-Departmental Open  
Salary: \$3009 - \$3657

## INTRODUCTION

The California Department of Human Resources is pleased to announce the posting of the Secretary examination. Please refer to the Filing Instructions section below for examination scheduling information.

## EEO

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 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 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.

### 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:

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an [Office Assistant, Range B](#).

Or II:

Two years of experience in [clerical work](#). (Academic education above the 12<sup>th</sup> grade may be substituted for one year of the required general experience on the basis of either (a) one year of [general education](#) being equivalent to three months of experience; or (b) one year of education of a [business or commercial](#) nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

## POSITION DESCRIPTION

This is the journey person level. Under general direction and following general procedures, incumbents in a secretarial capacity receive and screen telephone calls and visitors, use considerable judgment in providing factual information in response to numerous inquiries; establish and maintain confidential and administrative files and prepare summaries of data pertinent to the work of the supervisor or the office. The work typically requires a detailed knowledge of the programs, policies and activities of the employing unit.

## 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 Analysis and Prioritizing. To obtain a position on the eligible list, a minimum score of 70% must be attained.

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

- Modern Office methods, supplies and equipment;
- Business English and correspondence.

### B. Ability to:

- Read and write English at a level required for successful job performance;
- Type at a speed of 40 words per minute;
- Perform difficult clerical work;
- Make clear and comprehensive reports and keep difficult records;
- Prepare correspondence independently
- Communicate effectively;
- Meet and deal tactfully with the public.
- Direct the work of others.

### C. Special Personal Characteristics:

- A demonstrated interest in assuming increasing responsibility;
- Mature judgment;
- Loyalty, poise, tact and discretion.

### D. Additional Desirable Qualifications:

- Education Equivalent to completion of the twelfth grade;
- Ability to take dictation at 110 words per minute.

## 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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## 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 \(Std. Form 1093\)](#), and the Department of Veterans Affairs.

**Bulletin Revision Date: 10/27/17**

## 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**

Tuesday, November 21<sup>st</sup>, 2017 @ 10 a.m. November 27<sup>th</sup>, 2017

Sacramento, CA

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

[Click Here to apply for and to self-schedule the Secretary 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.