



Administrative Assistant 2

Exam Code: 4PB08

Department: State of California
Final Filing Date: Continuous
Type of Examination: Service-wide, Open

CLASSIFICATION DETAILS

Administrative Assistant 2 – \$4,784.00 to \$5,988.00 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 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 towards experience.

Administrative Assistant 2

Either I

One year of experience in the California state service performing [staff work](#) in a class equivalent in level to [Administrative Assistant I](#).

Or II

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

Or III

Three 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 wide knowledge of the [field of management](#), at least two years of which shall have involved the [independent development](#) of administrative recommendations.

(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.) 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 2

Assists and advises a chief administrator and relieves him/her of administrative detail; consults with and interprets matters of policy to the operating divisions; studies and reviews the activities of the departmental programs to determine conformance with administrative policy and develops criteria for evaluating the effectiveness of departmental programs; assists department and division heads on administrative problems and procedure; makes special studies and investigations and prepares administrative reports; assists in the

installation of new programs and 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; confers with other staff members in regard to the need for legislation and reports such need to the administrator; 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:

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

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, including organization and personnel and fiscal management.
2. Office management principles, methods, and procedures, administrative survey techniques and skill in their application.
3. Statistical and research methods

Ability to:

1. Think clearly and quickly and analyze and solve problems of organization and management.
2. Work independently in identifying the need for and developing proposed changes to operating practices, programs, and policies.
3. Supervise the staff of an administrative office.
4. Establish and maintain cooperative working relationships.
5. Speak and write effectively.

C. Personal Characteristics

1. Demonstrated capacity for assuming increasing responsibility, originality, open-mindedness and tact.

ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the Administrative Assistant 2 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

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.

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).

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.

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.

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 2** 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.