



**OFFICE TECHNICIAN (GENERAL) and (TYPING)**

**7500-1138-4PB2401 OFFICE TECHNICIAN (GENERAL)**

**7500-1139-4PB2402 OFFICE TECHNICIAN (TYPING)**

**Department(s):** All State Departments  
**Opening Date:** 02/09/2017  
**Final Filing Date:** Continuous  
**Type of Examination:** OPEN, NON-PROMOTIONAL  
**Salary Information:** \$2,758.00-\$3,455.00 Office Technician (General)  
\$2,809.00-\$3,515.00 Office Technician (Typing)

**Equal Employment 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 On-line Written examination at any time.

**Once you have taken the On-line Written Examination, you may not retake it for 12 months.**

**SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources  
Examination and Selection Services Section  
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 Open/Merged eligible list will be established by the California Department of Human Resources for use by the Department of Human Resources or "other State departments". The names of successful competitors will be merged onto the eligible list in order of final score, regardless of test date. **Eligibility expires 24 months after it is established.** Competitors must then retake the On-line Written Examination to reestablish eligibility.

## MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION

### OFFICE TECHNICIAN (GENERAL)

#### EITHER 1

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### OR 2

**Experience:** Two years of clerical experience. [Academic education above the twelfth 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.]

### OFFICE TECHNICIAN (TYPING)

#### EITHER 1

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### OR 2

**Experience:** Two years of experience in typing and clerical work. [Academic education above the twelfth 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.]

## SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

## ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

## SPECIAL REQUIREMENTS

**Office Technician Typing Only:**

**Ability to:** Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

## POSITION DESCRIPTION

### OFFICE TECHNICIAN (GENERAL)

An Office Technician (General) is an advanced journey level that regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact, the use of good judgment and the ability to communicate effectively. Typically, the work at this level is rarely reviewed and some positions may have responsibility for functional guidance and training and assisting less experienced employees.

### OFFICE TECHNICIAN (TYPING)

In addition to performing the above mentioned Office Technician (General) duties, an Office Technician (Typing) typically has typing duties encompasses a significant proportion of their work time. Some positions may perform as secretaries to major division chiefs and/or one-person field office assignments.

## EXAMINATION INFORMATION

### On-line Written Examination -Weighted 100%

This on-line written examination is comprised of three sections: **Arithmetic Calculations, Written Communication, and Reading Comprehension.**

In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

The online Office Technician written examination is a 90 minute **timed** examination. Once you start the examination, you will have 90 minutes to complete the entire examination. There is no way to pause, stop, or reset the timer once you start. Please ensure you have the full 90 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. The Office Technician examination is open 24 hours a day, 7 days a week.

A study guide is available for your reference. [Click here to review the study guide.](#)

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

1. Modern office methods, supplies and equipment.
2. Business English and correspondence.
3. Principles of effective training.

### B. Ability to:

1. Perform difficult clerical work, including ability to spell correctly.
2. Use good English.
3. Make arithmetical computations.
4. Follow oral and written directions.
5. Evaluate situations accurately and take effective action.
6. Read and write English at a level required for successful job performance.
7. Make clear and comprehensive reports and keep difficult records.
8. Meet and deal tactfully with the public.

9. Apply specific laws, rules and office policies and procedures.
10. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
11. Communicate effectively.
12. Provide functional guidance.

## 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 be applied to state employees' final passing score who have obtained permanent civil service status with the state of California.

## 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)

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## GENERAL INFORMATION

**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 towards self-development. For more information you may refer to the Office Technician 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: 2/9/2017**

#### **TAKING THE EXAM**

When you select the link below, you will be directed to the Office Technician On-line Written Examination. When you complete the On-line Written Examination, it will be instantly scored.

**[CLICK HERE to apply for and to take the On-Line Written Examination for the Office Technician.](#)**