



## OFFICE ASSISTANT (GENERAL) and (TYPING)

7500-1441-4PB2501 OFFICE ASSISTANT (GENERAL)  
7500-1379-4PB2502 OFFICE ASSISTANT (TYPING)

Department(s):	All State Departments
Bulletin Release Date:	11/10/2014
Closing Date:	Test Dates are scheduled periodically
Type of Examination:	OPEN
Monthly Salary:	\$2,168.00 to \$2,983.00 – Office Assistant (General) \$2,241.00 to \$3,043.00 – Office Assistant (Typing)

### EEO

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

### 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 education and/or experience requirements will be admitted to the examination. Applicants may only test once during a 12 month period.

### 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

Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the eligible list for a period of **24** months.

## MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION

### OFFICE ASSISTANT (GENERAL)

EITHER I

**Experience:** One year of experience in California state service performing the duties of an Assistant Clerk.

OR II

**Education:** Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

### OFFICE ASSISTANT (TYPING)

EITHER I

**Experience:** One year of experience in California state service performing the duties of an Assistant Clerk.

OR II

**Education:** Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

## SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

## ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

## SPECIAL REQUIREMENTS

### Office Assistant 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 ASSISTANT (GENERAL)

This is the entry, trainee and journey level for this series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties.

Under general supervision, incumbents at the full journey level regularly perform a variety of duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. This level may have lead responsibility over less experienced employees in areas such as training and answering questions on work procedures.

### OFFICE ASSISTANT (TYPING)

In addition to performing the above mentioned Office Assistant (General) duties, an Office Assistant (Typing) typically has typing duties encompasses a significant proportion of their work time.

## EXAMINATION INFORMATION

### Written test weighted 100%

This written examination is comprised of three sections: Arithmetic Calculations, English Usage and Grammar, and Sorting and Filing.

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

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

## KNOWLEDGE AND ABILITIES

### Ability to:

1. Perform clerical work, including ability to spell correctly.
2. Use good English.
3. Make arithmetical computations.
4. Operate various office machines.
5. Follow oral and written directions.
6. Evaluate situations accurately and take effective action.
7. Read and write English at a level required for successful job performance.

## VETERANS' PREFERENCE

Veterans' Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 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.

## 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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## GENERAL INFORMATION

**Examination Locations:** Will be designated as conditions warrant.

**Applications are available** at <http://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 during the filing and self-scheduling process.

**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 Code 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.

Revision date: 5/19/2017

## FILING INSTRUCTIONS

**PLEASE READ ALL INSTRUCTIONS BELOW BEFORE CLICKING. As of 1/20/15 Changes have been made to the filing process for the Office Assistant Exam.**

**Prequalification:** Prequalification for this examination will be the day of Self Scheduling. At any time, candidates may choose to prequalify themselves for the Office Assistant exam to expedite the Self-scheduling process. **Candidates will click the same link below for both prequalification and self-scheduling.**

**Benefits to Prequalification:** The completion of prequalification shortens the amount of time candidates spend in the Self-scheduling process. Because self-scheduling dates are offered on a first-come-first-served basis, it will be greatly beneficial for those who have already completed a portion of the process via prequalification when logging in on the Self-scheduling date. Those who have not prequalified will still be required to complete the prequalification paperwork on the self-schedule date, however run the risk of submitting their application later than those who have completed it prior.

**Self-Scheduling:** Self-scheduling for this examination is offered on a first-come-first-served basis for each written examination date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written examination date, additional self-scheduling dates and test locations will be posted.

**PLEASE NOTE: The self-schedule link shown below will be clickable on the “Self –Scheduling Opens” date as follows:**

### Self-Scheduling Opens

### Written Examination Dates

### Location

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

Additional self-scheduling and written examination dates will be available. Test locations for other counties are anticipated soon. Check this bulletin periodically for updates.

On the self-scheduling date, please click on the link below to begin and complete the scheduling process.

**[CLICK HERE to prequalify and/or self-schedule for the Office Assistant written examination.](#)**

