



Licensing Program Analyst

Exam Code: 4PB34

Department: Licensing Program Analyst

Exam Type: Departmental, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Licensing Program Analyst – \$3,621.00 - \$6,760.00 per month.

[View the Licensing Program Analyst classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

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 this examination, you may not retake it for **six (6)** months.

How To Apply:

The link to connect to the Training and Experience Evaluation is located further down this bulletin under the “Taking the Exam” area.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.

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.

Licensing Program Analyst

Possession of a valid driver license of the appropriate class issued by the Department of Motor Vehicles. Applicants who do not possess a license will be admitted to the examination but must secure the license prior to appointment. **And**

Either I

Education: [Equivalent to graduation from college](#) with any major, but preferably with specialization in public or business administration, accounting, economics, political or social science, or law. ([Registration as a senior](#) in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Work experience in the California state service may be substituted for the required education on a year-for-year basis by applicants who have at least six semester hours of college level training in public or business administration, accounting, economics, political science, statistics, or law.)

Or II

Experience: Six (6) months of experience in the California state service performing the duties of a Personnel Technician I, Range B; Budget Technician I, Range B; Management Services Technician, Range B; or Occupational Technician (General), Range B.

Or III

Experience: One year of experience in the California state service performing the duties of a class at a level of [responsibility equivalent to a Program Technician II, Office Services Supervisor I, or Office Technician](#). **and**

Education: Twelve semester or 18 quarter units of college courses in Public or Business Administration, Accounting, Economics, Political or Social Science, English, Speech, Statistics, Law, [or a closely related area](#).

POSITION DESCRIPTION

Licensing Program Analyst

This is the entry, training, and full journey level of the series. Under supervision, incumbents may perform the more routine technical work associated with the licensing and evaluation of community care facilities; respond to complaints, appeals, and inquiries; and conduct investigations. Incumbents may be required to independently conduct the more complex and sensitive evaluations and investigations; may be responsible for implementing and coordinating orientation and training for license applicants, members of organized associations, or other staff; may serve as members of task forces or study teams to analyze divisional organization policies and intra-divisional administrative problems; and may act in a lead capacity over a small group of Licensing Program Analysts.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

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 measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Evaluation techniques.
2. Data collection methods.
3. Analytical procedures and methods.

Ability to:

1. Interpret, apply, and enforce laws, regulations, policies, and procedures relating to the licensing of community care facilities.
2. Gather and analyze data.
3. Reason logically, identify resolutions, draw valid conclusions, make appropriate recommendations, and verbally defend a position.
4. Comprehend written material.

5. Communicate effectively.
6. Follow instructions.
7. Gain and maintain the confidence and cooperation of those contacted during the course of work.
8. Document accurate and legally enforceable plans and reports.
9. Take effective and immediate action.
10. Accept increasing responsibility.
11. Use community resources.

ELIGIBLE LIST INFORMATION

A departmental, open eligible list for the **Licensing Program Analyst** classification will be established for:

The Department of Social Services

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (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.

Veterans' status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

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.

EXAMINATION INFORMATION

[Preview of the Licensing Program Analyst Training and Experience Evaluation](#)

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 office 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 EXAMINATION

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

[Take the Licensing Program Analyst examination.](#)

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

If you have any **administrative** questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

California Department of Social Services

P.O. Box 944243

Sacramento, CA 94244-2430

Phone: 916 – 657-1762

If you have any **technical** questions concerning this examination bulletin, please contact:

California Department of Human Resources

CalCareer Service Center

1810 16th Street

Sacramento, CA 95814

Phone: (866) 844-8671

Email: 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 workplace. 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

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

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 judgement, 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) servicewide promotional, 5) departmental open, 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.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high

school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.