



**CDSS**

CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES

## Licensing Program Analyst

**A699 – 8223 – 4PB34**

Department(s): Department of Social Services  
Opening Date: February 6 , 2015  
Final Filing Date: Continuous  
Type of Examination: Departmental Open  
Salary: Monthly Ranged Salary: \$3,108.00 - \$5,801.00

### **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 to 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 Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for twelve (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 California Department of Social Services. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires twelve (12) months after it is established. Competitors must then retake the Training and Experience Evaluation 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**

##### **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 1**

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 2**

Experience: Six (6) months of experience in the California state service performing the duties of a Personnel Technician 1, Range B; Budget Technician 1, Range B; Management Services Technician, Range B; or Occupational Technician (General), Range B.

##### **OR 3**

Experience: One (1) year of experience in the California state service performing the duties of a class at a level of [responsibility equivalent to a Program Technician 2, Office Services Supervisor 1, or Office Technician](#).

## AND

**Education:** Twelve (12) semester or eighteen (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

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 INFORMATION

#### TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

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. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

### KNOWLEDGE AND ABILITIES

#### Knowledge of:

1. Time management techniques to provide for efficient prioritization and completion of projects and assignments.
2. Personal computers and laptops in order to input data, write reports, conduct research, create necessary documents, and verify criminal record clearance.
3. Various computer software programs, including Word, PowerPoint, Outlook, and Excel in order to complete job duties.
4. Proper grammar, spelling, and punctuation to comprehend and produce complex written documents.
5. Effective communication techniques to ensure clear and concise communication of information.

#### Ability to:

1. Be flexible to changes in priorities, assignment, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
2. Work on multiple projects and assignments simultaneously and ensure timely completion of work.
3. Complete work under critical timelines to meet project objectives and deadlines.
4. Prioritize assignments in order of importance to effectively meet deadlines without

sacrificing the quality of work.

5. Use spreadsheet software (e.g., Microsoft Excel) to prepare spreadsheet summaries and reports.
6. Effectively analyze and respond to a variety of unique or unexpected situations.
7. Analyze details in order to produce work in an accurate and thorough manner.
8. Apply complex rules, policies, procedures, and regulations to information/situation and arrive at logical, objective conclusions.
9. Independently write non-technical documents such as letters, memos or other correspondence in order to communicate with other departmental staff, other agencies, or the general public using correct grammar, spelling, and syntax.
10. Independently write investigative and evaluation reports in order to communicate findings and complete assignments.
11. Extract relevant facts and information from written documents in order to perform effective case management, solve problems, or summarize information as required to complete assigned tasks.
12. Read and understand written documents of varying complexity including departmental policy manuals and guides, instructional guides, written correspondence, State and Federal regulations, and investigative reports.
13. Read, comprehend and apply legal statutes, rules, and regulations that apply to licensed or unlicensed facilities.
14. Orally communicate complex and technical information to individuals with a varying level of technical ability.
15. Communicate with people of diverse cultures, ethnicity, backgrounds, and lifestyles to complete assigned job tasks.
16. Effectively and professionally communicate during inspections, investigations, onsite consultations, meetings, hearings, and when representing the Department.

#### **ADDITIONAL DESIRABLE QUALIFICATIONS**

Demonstrated ability to act independently with open-mindedness, flexibility, and tact; willingness to travel to various facilities; and the ability to act effectively under pressure.

#### **ADDITIONAL INFORMATION**

If you are successful in this examination, you will be required to complete a background investigation form, a finger print clearance form and provide a Department of Motor Vehicle driving record print out. You must disclose information on arrests regardless of conviction, felony and nonfelony convictions, and driving violations. The hiring agency uses the information obtained on this document to conduct a background investigation to determine your suitability to become a Licensing Program Analyst.

#### **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.

#### **CONTACT INFORMATION**

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

## California Department of Human Resources

Attn: Examination Services

1515 S Street

Sacramento, CA 95811

Phone: 1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

## California Department of Social Services

P.O. Box 944243

Sacramento, CA 94244-2430

Phone: 916 – 657-1762

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## GENERAL INFORMATION

**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 [Licensing Program Series 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 [CalHR's Veterans' Information Webpage](#) and the Department of Veterans Affairs.

**Bulletin Revision Date: April 14, 2016**

#### **SUGGESTED RESOURCES TO HAVE AVAILABLE WHEN BEGINNING THE EVALUATION**

**Employment History:** Job Titles, organization names and addresses, name of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School name and address, degree(s) earned, dates attended, courses taken (verifiable on a transcript), person or office who can verify education, and phone numbers of persons listed above.

**Training:** Class titles, certifications received, name of person(s) who can verify your training and his/her contact information.

#### **FILING INSTRUCTIONS**

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

#### **TAKING THE EXAM**

**When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

**[Click here to go to the Training and Experience Evaluation.](#)**