



Management Services Technician

Class Code: 5278 – Exam Code: 4PB42

Department(s): State of California
Opening Date: 7/24/15
Final Filing Date: Continuous
Type of Examination: Servicewide, Open
Salary: \$2,713.00 - \$3,953.00
Monthly

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 Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 6 months.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability, medical condition or religious accommodation, you will be able to request a reasonable accommodation during the exam filing process.

If you have any questions, please contact the:

California Department of Human Resources' Contact Center at 1-866-844-8671

OR

California Relay Service at 7-1-1

Telecommunications Device for the Deaf (TTY) at (916) 654-6336*

(*) TTY is a telecommunications device that is reachable only from telephones equipped with a TTY device.

ELIGIBLE LIST INFORMATION

An open, service wide eligible list will be established by the California Department of Human Resources for use by the 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 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

Either I

One year of experience performing the duties of a Management Services Assistant. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.)

Or II

One year of experience in the California state service performing duties at a level of responsibility [equivalent to that of Office Assistant \(General\), Range B](#).

Or III

Sixty semester or 90 quarter units of college.

POSITION DESCRIPTION

Under supervision, to learn and perform the less technical, semiprofessional tasks of a management services or related discipline, either (1) on a permanent basis, or (2) in training in preparation for promotion to the professional level; and to do other related work.

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.](#)

Exam Scope

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

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 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

Applications are available at <https://www.jobs.ca.gov/pdf/STD678.pdf> 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 classification specification here](#).

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/CalHRPublic/Landing/Jobs/VeteransInformation.aspx>, and the Department of Veterans Affairs.

Bulletin Revision Date: 04/19/17

FILING INSTRUCTIONS

Final Filing Date: Continuous

Filing Period: Your examination results are valid for 12 months. You may retake this examination after your 6 months of eligibility has expired to reestablish eligibility.

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

By clicking the link below, you will be directed to the Training and Experience Evaluation. Upon completion, the Evaluation will be instantly scored.

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

SUGGESTED RESOURCES TO HAVE AVAILABLE WHEN BEGINNING THE EVALUATION

Employment History: Job Titles, organization name 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, date(s) 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 a person who can verify your training and their contact information.