



Agent, ABC

EXAM CODE:	5AB01
EXAM TYPE:	OPEN – CONTINUOUS
LOCATION:	STATEWIDE
CLASS & SCHEM CODE:	V167/1013
BULLETIN RELEASE DATE:	April 13, 2024
CUT OFF DATES:	June 13, 2024
SALARY INFORMATION:	A: \$6,093 - \$8,225.00 B: \$7,023.00 - \$10,197.00

CONTINUOUS TESTING

ABC Human Resources Office will accept examination packets on a continuous basis. Applications will be reviewed to ensure the minimum requirements for participation in this exam are met. Possession of the entrance requirements does not assure a place on the eligible list. **Applications postmarked or personally delivered after the current advertised exam cut-off date will not be processed until the next exam administration.**

WHO CAN APPLY

Persons who meet the minimum qualifications of the classification, as stated on this examination bulletin. All applications/resumes must include “to” and “from” employment dates (month/day/year), time-base, and applicable classification titles.

MINIMUM QUALIFICATIONS

Effective December 1, 2022

Must meet the peace officer selection standards developed by the Commission on Peace Officer Standards and Training per Penal Code section 13510(a) and in accordance with existing law. Applicants may be admitted to the examination without meeting the POST peace officer selection standards, but must meet the POST peace officer selection standards prior to appointment; **and**

Applicants for positions in this class are required to pass a drug screening test prior to appointment; **and**

Firearm Conviction Disqualification: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under their control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in peace officer classifications; **and**

Firearms Requirement: Person convicted of a misdemeanor crime of domestic violence as defined in the amended Federal Gun Control Act of 1968 are disqualified from appointment to peace officer classifications; **and**

Equivalent to completion of the 12th grade [U.S. high school diploma, high school equivalency (GED), or a California High School Proficiency Exam]; **and**

EITHER I

Experience: One year of experience in the California state service performing duties of an Agent Trainee, Alcoholic Beverage Control, or at a comparable level performing investigative duties. (Applicants who are within six months of satisfying the experience requirement for this pattern will be admitted into the examination, but they must satisfactorily complete one year of experience in the class before they can be considered eligible for appointment.)

OR II

Experience: Two years of experience as a peace officer (as defined in the California Penal Code Section 830 et. seq. or equivalent Federal or out-of-State law enforcement) performing patrol or investigative work.

OR III

Education: Three years of active-duty military service in the United States Armed Forces with an honorable discharge for said service. Applicants who are within six months of satisfying the experience requirement for this pattern will be admitted into the examination, but they must be honorably discharged before they can be considered eligible for appointment. **Academic education from an accredited college/university may be substituted for the required experience on a year-for-year basis (1 academic year is equal to 30 units).**

The above patterns may be combined on a proportional basis to meet the total experience requirements.

THE POSITION

Agent positions are located statewide.

Agent responsibilities include, but are not limited to, conducting independent investigations of criminal and/or administrative violations committed on or about alcoholic beverage control licensed premises by licensees, their employees, and/or members of the general public; and interpreting and explaining the provisions of the laws, rules, and regulations of the Alcoholic Beverage Control Act, Penal Code, Health and Safety Code, and Vehicle Code.

Agents perform plain clothes assignments, undercover operations, and uniformed enforcement duties; make physical arrests; write citations; provide technical assistance to law enforcement agencies and others; collect and preserve evidence to support administrative action and/or prosecution; write investigation reports, and write, secure, and serve arrest and search warrants.

Investigations include alcohol sales to minors and people who are intoxicated, possession of alcohol by minors, narcotics sales, illegal weapons, gambling, quality of life crimes, human trafficking, and alcohol source investigations for alcohol-related traffic deaths or serious injury.

ABC AGENTS ARE REQUIRED TO CARRY AND USE FIREARMS AND HAVE A VALID CALIFORNIA DRIVERS LICENSE.

[Agent Class Specification](#)

DEFINITION OF SALARY RANGES

Range A: This range shall apply to individuals who do not meet the criteria for payment in Range B.

Range B: This range shall apply to individuals who have satisfactorily completed the equivalent of 36 months of experience in Range A of the same class and may apply to persons who have the equivalent of 36 months of satisfactory experience outside of State service performing duties similar to those of the class beyond the experience required to meet the minimum qualifications of the class.

ABC EMPLOYEE BENEFITS

- Employer/Employee Paid Health and Dental Insurance
- Employer Paid Vision Insurance
- Paid Vacation/Sick or Annual Leave Benefits
- 10 Paid Holidays
- Peace Officer Retirement 2.5% at 57
- Employer Paid Disability Insurance
- Defined Benefit Retirement Program (Upon Vesting)
- Employee Paid Deferred Compensation Program (401K and 457)
- Flexible Work Schedules and Work Hours
- “Plainclothes” Assignment
- Recruitment and Retention Pay \$200 for Orange County
- Education Pay Differential
- Pre-Tax Reimbursement for Medical Care, Child Care, and Parking Programs
- Employee Assistance Program
- Career Development/Professional Advancement

SCOPE OF THE EXAMINATION

The examination will consist of a written test, weighted 100%. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

Written Test: POST Entry-Level Law Enforcement Test Battery, (PELLETB)

The PELLETB will consist of questions that measure the competitor’s ability to read and understand written communications and write clearly using correct grammar and spelling.

Reading and Writing Ability:

1. Clarity
2. Vocabulary
3. Spelling
4. Reading Comprehension
5. CLOZE (see preparation guide for an explanation of the CLOZE sub-test)

Review the [Applicant Preparation Guide for the POST Entry Level Law Enforcement Test Battery](#) to prepare for the PELLETB test.

WRITTEN TEST

OPTION 1: Submit Prior PELLETB T-Score

Competitors can submit their prior Post Entry-Level Law Enforcement Test Battery, PELLETB test results between **June 13, 2023 – June 12, 2024**, to the Department of Alcoholic Beverage Control by the cut-off date. A T-Score of 42 or higher will be accepted.

Applicants are encouraged to contact law enforcement agencies and/or basic training academies in your area to determine if they are giving the PELLETB test (some agencies also refer to it as the “POST Reading and Writing Test”). You can find the list of [POST Police Academies](#) that offer the test and take it at a location near you for your convenience.

OPTION 2: Take the PELLETB test with ABC

Take the PELLETB test given by the Department of Alcoholic Beverage Control on written test date below.

Testing is held in **Sacramento and Cerritos**, California. Your testing region will be determined by the address provided on your application. Applications received after posted cut-off dates will be included in the following administration. Candidate test dates are based on their application filing period in accordance with the following table.

EXAM APPLICATION CUT-OFF DATE	WRITTEN TEST DATE
June 13, 2024	July 20, 2024

Please follow FILING INSTRUCTIONS below for both options listed above.

All accepted applicants will receive a notice in the mail approximately three weeks prior to test date with pertinent information regarding the **test**.

Required Identification: Accepted applicants are required to bring either photo identification (driver’s license) or two forms of signed documentation when they appear for the examination.

Failure to complete any of the required forms or failure to appear for the scheduled test will result in elimination from the examination. All information submitted for consideration at every phase of the selection process must be accurate, complete, and truthful and will be subject to verification. Any inaccuracy and/or omission may be considered intentional and may be cause for elimination from the examination and/or subsequent verification.

Retest Period: Applicants can only compete in one Commission on Peace Officer Standards and Training (POST) Entry Level Law Enforcement Test Battery test in a 30-calendar-day period.

FILING INSTRUCTIONS

To apply for this examination, under option one or option two, the following items **MUST** be emailed, mailed, or filed in person at the California Department of Alcoholic Beverage Control by the **cut-off date** in order to be considered for this examination:

- [EXAMINATION/EMPLOYMENT APPLICATION \(FORM STD. 678\)](#)
- [CRIMINAL RECORD SUPPLEMENTAL QUESTIONNAIRE](#)
- **UNOFFICIAL COLLEGE TRANSCRIPTS ARE REQUIRED** (If meeting minimum qualifications based on education). Candidates will be required to submit official transcripts upon appointment to a position.
- **DD214 – Military Discharge Certificate** (if meeting minimum qualifications based on military experience).
- **T-SCORE RESULTS ON OFFICIAL LETTERHEAD FROM TESTING FACILITY** (Only applicable for Option 1) (See Above Written Test Section for specific instructions)

Completed applications and all required documents must be received or postmarked by the cut-off date. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application. Applications may be personally delivered between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except State holidays), to ABC Human Resources. Applications will not be accepted via FAX OR INTER-AGENCY MAIL.

EMAIL to: EXAMS@ABC.CA.GOV

OR

MAIL OR FILE IN PERSON:

DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL

HUMAN RESOURCES OFFICE

3927 LENNANE DRIVE, SUITE 100, SACRAMENTO, CA 95834

DO NOT SUBMIT APPLICATIONS:

- THROUGH INTER-AGENCY MAIL or FAX
- TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)

SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #10 on the STD 678 "Examination Application" **AND** attach the completed [Accommodation Request \(Form STD. 679\)](#).

ELIGIBLE EXAM LIST INFORMATION

A list will be established for the Alcoholic Beverage Control Agent position. The names of successful competitors will be merged on the list in order of final scores, regardless of date. The names will remain on the eligible list for a period of **18 months**.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

Investigation techniques and procedures; interviewing techniques, rules of evidence and court procedures; laws of arrest, search and seizure; legal rights of citizens; service of legal process; communication and active listening skills; behaviors indicative of potential hostility; techniques for effective interaction with diverse communities; how to approach problems with cultural awareness and sensitivity; cultural differences and similarities; implicit and explicit biases; community engagement and strategies and the benefits of effective community engagement; reporting obligations when biased behavior or misconduct is observed; characteristics protected under the Racial and Identify Profiling Act; knowledge of the Alcoholic Beverage Control and related statutes and regulations; duties of Federal, State, and local law enforcement agencies; and provisions of the laws, rules, or regulations enforced or administered.

ABILITY TO:

Interpret and apply laws and regulations to specific situations; gather and analyze facts and evidence; reason logically, draw valid conclusions, analyze situations accurately, think and act quickly in emergencies, and take an immediate and effective course of action; develop, organize, prioritize, and manage multiple case investigations, work plans, and other assignments or tasks; make appropriate recommendations; communicate effectively, prepare written documents and accurate detailed investigation reports clearly and concisely; follow written and oral instructions; participate effectively in investigations and interviews; be open-minded, flexible, and willing to learn and understand other cultures; seek clarifying questions to get a better understanding of the issue(s); maintain neutrality; identify effective ways to communicate and/or provide support; work cooperatively with various cultural backgrounds and others in the community; defuse, negotiate, and resolve conflicts; recognize and respect diversity through words and actions; have social and cultural perceptiveness; effectively investigate allegations of misconduct pursuant to departmental policy; treat all people with respect and in an unbiased and unprejudiced manner; review and evaluate the work of others; provide guidance and constructive feedback; and establish and maintain cooperative working relationships with Federal, State, local law enforcement agencies and others.

SKILL TO:

Perform investigatory work; and plan, organize, and direct investigations.

VETERANS' POINTS

Veterans' Preference Credits will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, 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.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at www.calcareers.ca.gov and on the [Veterans' Preference Examinations \(Form CalHR 1093\)](#).

CAREER CREDITS

Career Credits **do not** apply for this examination.

EQUAL EMPLOYMENT STATEMENT

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 the 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.

MINIMUM AGE

Minimum age for appointment is 21 years.

PHYSICAL CHARACTERISTICS

Good health, sound physical condition, freedom from any physical or mental condition that would interfere with the full performance of the essential duties of a peace officer; effective use of both hands, both arms, and both legs; strength, endurance, and agility; normal hearing; normal vision (20/20) or vision corrected to normal; color vision must be adequate to successfully perform the job measured by the Ishihara Pseudo-Chromatic Plate Test or for persons failing the Ishihara, the Farnsworth D-15 Arrangement Test; and weight in proportion to height.

BEHAVIORAL STANDARDS

Pre-employment behavioral standards for the selection and testing of peace officer candidates have been established. While considering youthful indiscretion and experimentation, these standards are designed to ensure that peace officer personnel have demonstrated a history of sound judgment, maturity, and honesty, as well as a respect for and adherence to the laws of the State of California and the Law Enforcement Code of Ethics. Positions of public trust require people who have demonstrated honesty, sound judgment, personal discipline, and responsibility.

GENERAL INFORMATION

- ❖ The Department of Alcoholic Beverage Control (ABC) 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 candidates will be notified.
- ❖ It is the candidate's responsibility to contact the ABC Human Resources Office at (916) 419-2557 three days prior to the written test date if she/he has not received his/her notice for the examination.
- ❖ If the candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to verified postal error, she/he will be rescheduled upon written request.
- ❖ Applications are available at California Department of Human Resources Offices, online at www.calcareers.ca.gov, and at local offices of the Employment Development Department (www.edd.ca.gov).
- ❖ Acceptable course work and degrees must be completed at an **accredited** institution. Course work and degrees completed outside of the United States must be evaluated by a Commission-approved foreign transcript evaluation agency before it may be used for credentialing purposes.

❖ If you meet the requirements stated on this bulletin, you may take the 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 compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

❖ **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
6. Open

When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

❖ **General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiatives, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

❖ **Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the depth, 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 efforts towards self-development. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

❖ **High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any of the following ways:

1. Passing the General Education Development (GED) test;
2. Completion of 12 semester units of college work;
3. Certification for the State Department of Education, a local school board or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or
4. For clerical and accounting classes, substitutions of business college work in place of high school on a year-for-year basis.

DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL
HUMAN RESOURCES UNIT
3927 LENNANE DRIVE, SUITE 100, SACRAMENTO, CA 95834
(916) 419-2557

If hearing impaired, call the California Relay Service.
1-800-735-2929 From TDD Phone
1-800-735-2922 From Voice Phone

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.