



State of California  
Franchise Tax Board

STATE OF CALIFORNIA

## ADMINISTRATOR I, FTB

### DEPARTMENTAL PROMOTIONAL EXAMINATION

Location: Statewide

Final Filing Date: March 2, 2016

#### MISSION STATEMENT

**Mission of the Franchise Tax Board:** Our mission is to provide the services and information to help taxpayers file accurate and timely tax returns and pay the proper amount owed. To accomplish this mission, we develop knowledgeable and engaged employees, administer and enforce the law with fairness and integrity, and responsibly manage the resources allocated to us.

#### EEO

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 below may apply for this examination. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

This is a promotional examination for Franchise Tax Board (FTB). In order to take this examination:

1. Applicant must have a permanent civil service appointment without a break in service, with the Franchise Tax Board, by the final filing date; **or**
2. Applicant must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; **or**
2. Applicant must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; **or**
4. Applicant must be a person retired from the United States Military, honorable discharged from active duty with a service-connected disability; or honorably discharged from active duty as defined in Government Code Section 18991. **Veterans must provide a copy of their DD214 for entrance requirements.** Please attach your DD214 to your application. **Veterans' preference will not be granted in promotional examinations.**

Bulletin Release Date: February 17, 2016

6FT08 –JI40 – 4358

For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former FTB employees may be allowed to compete under the provisions of Rule 235.

## FILING INSTRUCTIONS

**FINAL FILING DATE TO SUBMIT AN APPLICATION: MARCH 2, 2016**

Applications (STD. 678) are available at CalHR's website [www.jobs.ca.gov](http://www.jobs.ca.gov) or FTB's website at [www.ftb.ca.gov](http://www.ftb.ca.gov).

Applications can be filed either:

**In Person:**

Franchise Tax Board  
9646 Butterfield Way  
Sacramento Bldg., Exam/Certification Unit  
Sacramento, CA 95827

**By Mail:**

Franchise Tax Board  
ATTN: Exam/Certification Unit  
P.O. Box 550  
Sacramento, CA 95812-0550

**APPLICATIONS MUST CONTAIN ORIGINAL SIGNATURES AND MUST BE SUBMITTED TO THE ADDRESS INDICATED ABOVE.**

Applications (STD.678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted.

**NOTE: TO TAKE THIS EXAMINATION, YOU MUST PROVIDE AN EMAIL ADDRESS ON YOUR APPLICATION.** The Qualification Assessment (QA) exam link will be sent to the email address that you provide. All exam notification (except the QA link) will be sent by mail.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact Franchise Tax Board (FTB), Examination/Certification Unit at (916)845-3608, or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 from TTY phones and (800) 735-2922 from voice phones.

Additionally, please select the "Reasonable Accommodations" box when filling out the application.

## SALARY

\$5307.00 - \$6973.00

If applicable, \$419.00 per month out-of-state differential will be added to the above salaries.

## ELIGIBLE LIST INFORMATION

A departmental, promotional merged list will be established for the Franchise Tax Board. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. List eligibility will expire 12 months after it is established. Competitors will be able to retake the exam (Qualifications Assessment) after 9 months to reestablish list eligibility.

**In order to maintain list eligibility, competitors must participate in the current exam administration.**

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

Applications/resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

**Applications/resumes received without this information may be rejected.**

**NOTE:** It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

## MINIMUM QUALIFICATIONS

### EITHER I

**Experience:** One year of experience in the California state service performing professional, technical, or supervisor duties which provides a broad knowledge of the programs and policies of the Franchise Tax Board, in a class with a level of responsibility equivalent to a Senior Compliance Representative.

### Or II

**Experience:** Two years of experience in the California state service performing supervisory duties, which provide a broad knowledge of the programs and policies of the Franchise Tax Board, in a class with a level of responsibility equivalent to an Office Services Manager I.

### Or III

**Experience:** Four years of increasingly responsible professional tax accounting, auditing, or administrative program experience. (Experience in the California state service applied to this pattern must include at least one year in a class with a level of responsibility equivalent to a Senior Compliance Representative.)

**Education Requirements:** Applicants competing under the non-State service experience patterns for any of the Administrator classes must have the equivalent to graduation from college.

**NOTE:** Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either I," "or II," "or III," etc., unless otherwise stated.

## PROOF OF EDUCATION

Applicants using education to meet the minimum requirements must provide a copy of their diploma, official/unofficial transcript, statement and/or evaluation from an accredited U.S. college or university with their examination application. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

## FOREIGN DEGREES

Applicants with foreign transcripts must provide an official/unofficial foreign transcript evaluation that indicates the number of units that his/her foreign course work is equivalent to. FTB accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teachers Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website:

[www.ctc.ca.gov](http://www.ctc.ca.gov).

**Note: All documents submitted become the property of the FTB. Do not submit original diplomas with the**

examination application.

## POSITION DESCRIPTION

This is the first level in the Administrator series. Incumbents in this class supervise either: (1) professional activity of average complexity, or (2) a large program support function of average complexity, or (3) a small field office.

**Positions exist in California, Chicago, Houston, and New York.**

## EXAMINATION INFORMATION

### Qualifications Assessment -- Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

**CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT BY THE DUE DATE WILL BE DISQUALIFIED.**

**NOTE:** If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that candidates take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement.

## SELECTION PLAN

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email the **week of April 12, 2016**, which will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination. **It is the candidate's responsibility to read the letter that is enclosed with their acceptance notice which provides specific instructions/dates about the QA link. It is also the candidate's responsibility to contact Franchise Tax Board's Examination/Cert Unit at (916) 845-3608 if they have not received the QA link by the date indicated on the letter.**

## SCOPE OF EXAMINATION

Candidates should be prepared to answer pre-determined, job-related questions identified under the Knowledge, Skills, Abilities, and Personal Characteristics.

## KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

### Knowledge of:

1. A supervisor's or manager's role in creating a work environment that is free from harassment and discrimination.
2. Confidentiality rules, procedures, and information exchange agreements to protect information from unauthorized disclosure.
3. Appropriate steps to analytical problem solving.
4. Principles, practices, and techniques of effective supervision.
5. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, succinct, and free of mechanical errors.
6. Effective techniques, strategies, and resources to motivate staff and encourage initiative.
7. Department's policies, rules, regulations, business goals, vision, organizational structure, culture, philosophy, operating principles and values, etc.

8. Methods used to determine and provide customer service.
9. Research and data gathering methods.
10. Tools and resources that can be accessed to answer the most complex job-related issues.
11. Principles, policies and techniques of performance management to direct and develop subordinate supervisors and staff to ensure high levels of job performance.
12. The teambuilding process.
13. Applicable program laws and regulations.
14. Current leadership principles, practices, and trends.
15. The organization and operation of Department programs and how they relate and support other programs administered by the Department.

**Skill to:**

1. Maintain a high level of security and confidentiality of information.
2. Effectively manage time to meet operational needs and desired outcomes.
3. Act in a tactful and politically sensitive manner.
4. Read and comprehend job-related materials and documents.
5. Prioritize workflow in a changing work environment.
6. Recognize when decisions or information should be referred to a higher authority.
7. Accomplish goals and tasks through others by delegation, follow-up, and oversight.
8. Gather, analyze, and interpret data.
9. Recognize and determine the need to shift priorities, and/or resources to maximize unit operations and/or address changes in assigned goals and objectives.
10. Evaluate the qualifications and personal characteristics of job candidates in order to make appropriate selection decisions.
11. Acquire the appropriate and necessary resources and manage those resources effectively to complete assigned workloads and achieve optimum outcomes.
12. Effectively organize information to meet operational needs and desired outcomes.
13. Review and edit written materials.
14. Develop policies, procedures, and practices.
15. Recognize and implement opportunities for continuous process improvement with an emphasis on customer service/satisfaction and accountability.
16. Negotiate mutually acceptable solutions.
17. Plan and organize the steps to implement new projects.

**Ability to:**

1. Model high standards of honesty, integrity, trust, and ethical behavior.
2. Listen effectively.
3. Accept responsibility for your actions and the actions of your staff to establish accountability.
4. Effectively supervises and leads staff.
5. Make objective decisions timely and effectively.
6. Effectively recognize and resolve conflicts and mediate disputes.
7. Establish and maintain cooperative working relationships.
8. Establish employee performance expectations.
9. Develop and evaluate alternatives.
10. Lead and implement change.
11. Adapt to changing priorities, work environments, management styles, and business trends.
12. Develop job-related skills and abilities of staff.
13. Effectively promote a diverse workforce and contribute to the State's Equal Opportunity Objectives.
14. Build staff capacity through effective coaching, modeling adaption to change, mentoring, and fostering

initiative.

15. Encourage and facilitate cooperation, teamwork, and pride.
16. Prepare clear, concise, and accurate reports, correspondence and other job-related documents for various audiences.
17. Anticipate the implications and consequences of situations and take appropriate action.
18. Anticipate the impact of change.
19. Determine and meet customer needs.
20. Ensure that one's own and other's work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.
21. Develop and apply creative and innovative solutions to problems.
22. Evaluate the interpersonal characteristics and demeanor of individuals or groups in order to respond appropriately to a variety of personalities and situations.
23. Organize and motivate groups and/or interdisciplinary teams to reach a common goal.
24. Determine the relevance of information.
25. Develop and effectively utilize all available resources.
26. Promote and be accountable for quality customer service.
27. Recognize own strengths and weaknesses.
28. Ability to work in a team environment, remain attentive to ideas, recognize responsibilities, and actively participate with others to accomplish assignments and achieve desired goals.
29. Communicate the organization's mission, vision, goals and objectives to staff and others.
30. Handle the most difficult, complex, and sensitive program responsibilities.
31. Obtain relevant information through interview or from a variety of other sources.
32. Use various information technology systems required for successful job performance.
33. Apply state and federal laws and rules as well as departmental policies and procedures.
34. Develop and implement strategic, tactical, and operational plans and lead the organization (e.g. unit, office, or section) in achieving its goals.
35. Apply effective facilitation techniques.
36. Establish and use performance measurements to evaluate program performance and effectiveness and continually improve processes and/or products.
37. Establish and maintain good project priorities.
38. Utilize and apply technical knowledge and skills.
39. Effectively make presentations.

## **BENEFITS**

To learn more about the comprehensive benefit package please visit the CalPERS website at <http://www.calpers.ca.gov>.

## **VETERANS' PREFERENCE**

Veterans' Preference will not be granted in the examination, as it does not meet the requirements to qualify for Veterans' Preference.

## **CAREER CREDITS**

Career Credits will not be added to the final score of this examination.

## **CONTACT INFORMATION**

For additional information regarding this examination, please contact the Franchise Tax Board Examination/Certification

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

## GENERAL INFORMATION

**The Franchise Tax Board (FTB)** reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**It is the candidate's responsibility for an examination without a written feature** to contact the Franchise Tax Board three weeks after the final filing date if he/she has not received any notification.

**It is the candidate's responsibility for an examination with a written feature** to contact the Franchise Tax Board six weeks after the final filing date if he/she has not received any notification.

**If a candidate's notice was not received** due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the Franchise Tax Board at (916) 845-3608.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Examination Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and/or contact the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, 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. 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, 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.

**If Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <http://www.spb.ca.gov/>.

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from 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; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. NOTE: For peace officer classifications please refer to the testing department for special requirements.

**Veterans' Preference:** California Law (Government Code 18971-18979) allows the granting of Veterans' Preference in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference will be granted to all competitors who are successful in these types of examinations, and who qualify for and have requested the Veterans' preference by mail. In Open entrance examinations, Veterans' Preference is granted to competitors who achieve a passing score, shall be placed in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.

Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference. Veteran status is verified by CalHR.

**How to Apply for Veterans' Preference:** Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application ([CalHR 1093](#)) which is available at [www.jobs.ca.gov](http://www.jobs.ca.gov) or from CalHR, 1810 16th Street Sacramento, CA 95811 and the Department of Veterans Affairs. For additional information, go to Department of Veterans' Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**Felony Disqualification:** You are disqualified from being employed as a peace officer if: (1) You have been convicted of a felony in California or any other state; (2) you have been convicted of any offense in any other state which would have been a felony if committed in California; (3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; (4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): (1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; (2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; (3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

**TDD** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800- 735-2929 or from voice phone: 1-800-735-2922.

**Franchise Tax Board, Examination/Certification Unit**

**P.O. Box 550, Sacramento, CA 95812-0550**

**Phone: (916) 845-3608**

**Website: [www.ftb.ca.gov](http://www.ftb.ca.gov)**