
CALIFORNIA DEPARTMENT OF INSURANCE

NOTICE OF EXTENDED FINAL FILING DATE

EXAMINATION TITLE: **PROGRAM TECHNICIAN III**
FINAL FILING DATE: **FRIDAY, DECEMBER 9, 2016**
LOCATION: **SACRAMENTO**

ATTENTION: The final filing date for the examination listed above has been extended from December 2, 2016 to December 9, 2016.

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
Attn: Alysa Stockdale-Hollis
Alysa.Stockdale-Hollis@insurance.ca.gov
(916) 492-3355

EXAMINATION ANNOUNCEMENT

PROGRAM TECHNICIAN III
DEPARTMENTAL PROMOTIONAL
SPOT - SACRAMENTO
SALARY RANGE \$3,085 - \$3,864



CALIFORNIA STATE DEPARTMENT OF

Insurance

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.

How to Apply

FINAL FILING DATE: December 2, 2016

Send [Application \(form STD. 678\)](#) and [Training and Experience Evaluation](#) to:

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
Attention: Alysa Stockdale-Hollis

DO NOT SUBMIT APPLICATIONS (FORM STD. 678) OR TRAINING AND EXPERIENCE EVALUATION TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)

Application (form STD. 678) and Training and Experience Evaluation must be **POSTMARKED** no later than the final filing date. Electronic copies of the application will not be accepted. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements for Admittance to the Examination

Applicants must have a permanent civil service appointment with the California Department of Insurance as of the final filing date, in order to take this examination. (See General Information, Promotional Examinations only, for exceptions to this requirement.) In addition, certain exempt employees employed by the Legislature or Executive Branch under Government Code Sections 18990 and 18992, and persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991, are permitted to participate in civil service promotional exams.

All applicants must meet the educational and/or experience requirements for this examination by **December 2, 2016**.

MINIMUM QUALIFICATIONS Either Pattern I

Experience: In the California state service, either: (a) 12 months of experience performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician I; or (b) 30 months of experience performing duties equivalent in level of responsibility to the class of Program Technician.

<p>Requirements for Admittance to the Examination (Continued)</p>	<p style="text-align: center;">Or Pattern II</p> <p>Experience: Three years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in level of responsibility to the California state civil service class of Program Technician II.)</p>
<p>Position Description</p>	<p>This is the superjourney level in this series. Under general direction and with very little day-to-day supervision, incumbents act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes. Assignments at this level may require field work on a regular basis.</p> <p>Positions are located in Sacramento only.</p>
<p>Examination Information</p>	<p style="text-align: center;">TRAINING AND EXPERIENCE EVALUATION – WEIGHTED 100%</p> <p>The Training and Experience Evaluation is designed to elicit a range of specific information regarding each candidate’s knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the “Minimum Qualifications” will have their Training and Experience Evaluation rated. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. SUBMISSION OF THE TRAINING AND EXPERIENCE EVALUATION IS MANDATORY. Candidates who do not submit a completed Training and Experience Evaluation will be eliminated from this examination.</p>
<p>Examination Scope</p>	<p>In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis will also be on measuring competitively, relative to job demands, each competitor’s:</p> <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Modern office methods, equipment, and procedures. 2. Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered. <p>Ability to:</p> <ol style="list-style-type: none"> 1. Perform clerical and technical work. 2. Follow directions. 3. Evaluate situations accurately, and take effective action. 4. Learn and apply laws, rules, regulations, procedures, and policies. 5. Make arithmetic calculations with speed and accuracy. 6. Read and write English at a level required for successful job performance. 7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone. 8. Work independently with minimal direction.

Eligible List Information	A departmental promotional eligible list will be established for the California Department of Insurance. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Career Credits and Veteran's Preference points will not be granted in this examination.
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GENERAL INFORMATION

The California Department of Insurance 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 competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division, (916) 492-3254 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the California Department of Insurance offices, California Department of Human Resources, local offices of the Employment Development Department, and on the internet at www.jobs.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

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. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide 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 this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. 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 departmental personnel offices or at the Informational Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in 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 of records and personal history and fingerprinting may be required.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3300

Release Date: 11/08/2016
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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.
