



## SENIOR PENSION PROGRAM REPRESENTATIVE

### Examination Announcement

*Departmental Promotional Exam for the Following County Location(s):  
(Los Angeles/Orange/Riverside/San Diego/Santa Clara & Yolo Counties)*

Final Filing Date: Continuous Filing

Salary: \$3,085.00 - \$3,864.00

#### EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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 may apply for this examination. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

Once you have taken the examination, you may not reapply for (12) months.

This is a promotional examination for California State Teachers' Retirement System (CalSTRS). In order to take this examination:

1. Applicant must have a permanent civil service appointment without a break in service with California State Teachers' Retirement System, 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**
3. 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 points will not be granted in promotional examinations.**

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 CalSTRS employees may be allowed to compete under the provisions of Rule 235.

#### SPECIAL TESTING INFORMATION

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "examination application". You will be notified in writing to determine what assistance can be provided.

## FILING INSTRUCTIONS

Standard State Applications (STD 678) and completed Qualifications Assessments must be submitted via the U.S. Postal Service or hand delivered to the CalSTRS Human Resources Office.

Mailing Address:	Physical Address:
CalSTRS Human Resources Attention: SPPR Exam P.O. Box 15275 Sacramento, CA 95851-0275	CalSTRS (hours are 8:00 AM to 5:00 PM) Human Resources Attention: SPPR Exam 100 Waterfront Place – Lobby West Sacramento, CA 95605-2807

The testing office will accept Standard State Applications (STD. Form 678) and Qualifications Assessments continuously and will notify and test applicants on an as needed basis.

**Submit applications/qualifications assessments only to the address indicated above. Do not submit to the California Department of Human Resources (CalHR).**

NOTE: Only applications with original signature will be accepted. Facsimiles (FAX) or emailed applications will not be accepted under any circumstances.

Standard State Application (STD. 678) can be found at CalHR's website [www.jobs.ca.gov](http://www.jobs.ca.gov)

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Applicants must meet the experience/education requirements by the cut-off date. Your signature on your application indicates that you have read and understood and do possess the qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

## MINIMUM QUALIFICATIONS

### EITHER I

**Experience:** In the California state service, one year of experience performing the duties of a Pension Program Representative, Range B.

### OR II:

**Experience:** Three years of experience in a governmental or private agency performing duties involving the interpretation of complex regulations or procedures. (Experience in the California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of a Pension Program Representative, Range B).

## POSITION DESCRIPTION

This is the advanced journey level in the series. Incumbents work in varied functions under general direction with little day-to-day supervision, and must exhibit a high level of initiative, independence of action, and responsibility for the accuracy and thoroughness of their work. Incumbents have a broader knowledge of STRS' programs than is required at the lower levels; serve as an expert staff resource for consultation and/or performance of the most difficult and complex tasks in the assigned area; assist in performing studies concerning various aspects of pension fund operations and proposed legislation; develop and/or revise operating procedures, administrative directives, and management memos to reflect changes resulting from legislation or other factors; provide direction, guidance, and training to other specialists and support staff; make presentations to management and/or client groups; provide assistance in the design, development, and testing of new information system programs; and perform other related work.

## ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores, regardless of date. Eligibility expires after **12 months** unless the needs of the services and conditions of the list

warrant a change in this period. The resulting eligible list will be used to fill vacancies in Glendale/Irvine/Riverside/San Diego/Santa Clara/West Sacramento.

## 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.

**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.

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

## ADDITIONAL DESIRABLE QUALIFICATIONS

Willingness to do detailed technical work; willingness and motivation to prepare for professional work through in-service training and academic course work; and demonstrated capacity for development.

Knowledge of personal computer and/or mainframe terminal operations and methods, and familiarity with current software applications. Commitment to improving services.

## KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS

### Knowledge of:

1. Rules, regulations, organization, and procedures of STRS.
2. Current office methods, equipment, and procedures.
3. Grammar, spelling, and punctuation of modern English usage.
4. The principles of mathematics.
5. Thorough knowledge of program area and related laws, rules, and policies.

### Ability to:

1. Perform technical work.
2. Interpret, apply, and effectively communicate provisions of STRS' rules, regulations, procedures, and policy.
3. Follow and communicate directions.
4. Evaluate situation accurately and take effective action.
5. Learn and operate automated equipment.
6. Perform mathematical calculations with speed and accuracy.
7. Read and write English at a level required for successful job performance.
8. Understand and apply the concepts of customer service.
9. Achieve quality end-products.
10. Build and maintain effective working relationships.
11. Effectively participate as a team member.
12. Demonstrate independence of action and thoroughness in the performance of tasks.
13. Effectively respond to difficult and sensitive correspondence.
14. Serve as expert technician/resource person.
15. Conduct training in area of expertise.
16. Calculate the most difficult and sensitive cases.
17. Effectively express facts and ideas in individual or group situations.
18. Carry out assignments without detailed instructions.

## VETERANS PREFERENCE

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

## CONTACT INFORMATION

For additional information regarding this examination, please contact the California State Teachers' Retirement System (CalSTRS) at (916) 414-4990 or Recruitment @calstrs.com

## DISCLAIMER

Please click on the link below to review the official California Department of Human Resources (CalHR) class specification: [Senior Pension Program Representative](#)

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact CalSTRS four weeks after the date the application was submitted if he/she has not received a progress notice.

**For an examination without a written feature**, it is the candidate's responsibility to contact CalSTRS three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**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 departmental personnel offices, at the State Personnel Board office or [www.jobs.ca.gov](http://www.jobs.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.

**College Education:** The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent.

**Career Credits:** In open, non-promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the state who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirement specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513.

Competitors not currently employed in state civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their service status in the appropriate section of the application Form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall and Sacramento).

**TTD** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTD 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.

**California State Teachers' Retirement System (CalSTRS), P.O. Box 15275, Sacramento, CA 95851-0275  
Phone: (916) 414-4990**



**CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM  
HUMAN RESOURCES  
QUALIFICATIONS ASSESSMENT**

**SENIOR PENSION PROGRAM REPRESENTATIVE**

**GENERAL INSTRUCTIONS**

**Read instructions carefully**

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for Senior Pension Program Representative with the California State Teachers' Retirement System (CalSTRS). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed onto an eligible list. The list will be used by CalSTRS to fill existing positions. A "Conditions of Employment" form is included in this examination which will allow you to select the location and time base you are interested in working. It is required that you personally complete this examination accurately and without assistance.

Please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score.

1. Additional instructions are provided on the following pages.
2. This examination enables you to apply for the Senior Pension Program Representative classification. If successful, your name will be placed on an eligible list.
3. The examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

The following areas comprise the complete examination for Senior Pension Program Representative. You must ensure you have addressed each of the following areas:

- Candidate Information (page 2)
- Prior State Employment Information (page 2)
- Conditions of Employment (page 2)
- Address or Availability for Employment Changes (page 3)
- Minimum Qualifications (page 3)
- Work Experience (page 4 - 9)
- Knowledge or Ability Assessment (pages 10 - 11)
- Qualifications Assessment Return and Mailing Procedures (page 12)
- Affirmation Statement (page 12)

**YOUR COMPLETED STANDARD STATE APPLICATION (STD.FORM 678) AND COMPLETED QUALIFICATIONS ASSESSMENT MUST INCLUDE YOUR ORIGINAL SIGNATURE. BOTH DOCUMENTS WILL BE ACCEPTED ON A CONTINUOUS TESTING BASIS.**

# CALSTRS

## CANDIDATE INFORMATION

Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

## PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU**, please mark the "Not Applicable" box below and continue to the next section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> NOT APPLICABLE
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## CONDITIONS OF EMPLOYMENT FOR CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE - YOU WILL NOT BE CONTACTED FOR A JOB IN LOCATIONS OR TIMESBASES NOT MARKED.

Note: Positions are not available at all locations. Please refer to the official examination bulletin for information regarding current available positions and their locations.

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form.

### TYPE OF APPOINTMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

(D) Permanent Full-Time     (R) Permanent Part-Time     (K) Limited-Term Full-Time     (A) Any

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

### LOCATION(S) YOU ARE WILLING TO WORK:

1900 LOS ANGELES COUNTY     3000 ORANGE COUNTY     3300 RIVERSIDE COUNTY  
 3700 SAN DIEGO COUNTY     4300 SANTA CLARA COUNTY     5704 YOLO COUNTY



**ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES**

Please notify the California State Teachers' Retirement System promptly of any address changes or availability for employment changes at the following address:

California State Teachers' Retirement System  
Human Resources  
100 Waterfront Place  
West Sacramento, CA 95605  
Attention: Vicki Jukich

**MINIMUM QUALIFICATIONS**

**EITHER I**

**Experience:** In the California state service, one year of experience performing the duties of a Pension Program Representative, Range B.

**OR II**

**Experience:** Three years of experience in a governmental or private agency performing duties involving the interpretation or explanation of complex regulations or procedures. (Experience in the California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of a Pension Program Representative, Range B).

# CALSTRS

## SECTION I

### WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “1 through 7”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
1. Coordinate and monitor member self-scheduling and group session appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Determine coverage and eligibility of costs of purchase and redeposit of service credits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Routinely use personal computers or mainframe terminals to access various internal data systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Assist in the development and writing of executive reviews upon a member’s request for appeal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Accurately input data to members’ account record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Interact and serve as a point of contact with members, beneficiaries, customers and internal employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Review and analyze members’ records and initiate corrections, adjustments or update information to members’ accounts on internal data systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>									

# CALSTRS

## SECTION I WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “8 through 15”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
8. Interpret and explain the California Education Code, policy memos, administrative directives, management memoranda, CalSTRS benefits, laws, rules and regulations and full range of CalSTRS programs to members/beneficiaries and the general public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Provide clerical support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Understand and maintain awareness of legislation as it affects member benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Provide fact sheet to the Legal Office on withhold of benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Participate in the development, maintenance, implementation, revision of standard operating procedures, process improvement efforts, including team building, training/mentoring of staff as needed, measurement collection and other activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Assist all members and/or beneficiaries on replacement of lost or stolen warrants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Process payments for benefits for retired members and/or beneficiaries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Prepare studies concerning various aspects of pension fund operation and proposed legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>									

# CALSTRS

## SECTION I

### WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “16 through 24”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
16. Schedule member appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Identify and recommend process improvements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Conduct research for and provide technical assistance to higher level staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Perform testing for process improvements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Communicate effectively verbally, in writing, and/or via electronic communication methods with (all levels of personnel, other state/public agencies, members, beneficiaries and stakeholders).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Explain and assist members' beneficiaries and/or employers the services in the area of payroll reporting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Keep management apprised/informed of workflow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Make formal and/or informal presentations to management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Explain and assist members, beneficiaries and/or employers in the area of membership records and accounts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>									

# CALSTRS

## SECTION I WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “25 through 34”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
25. Explain and assist members, beneficiaries and/or employers in the area of service credit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Explain and assist members, beneficiaries and/or employers in the area of tax levies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Participate as a team member, providing direction, guidance and training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Identify and perform the more difficult and complex tasks and technical issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Research, review and respond to member and/or beneficiary dispute issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Prepare various documents (i.e., reports, correspondence, charts and/or graphs).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Determine and calculate benefit allowance for refund of contributions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Determine eligibility and calculate estimate for community property settlement benefit allowance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Review the work of others to ensure accurate information to initiate and assist surviving beneficiary on the process to file for benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Determine eligibility for survivor benefit allowance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>									

# CALSTRS

## SECTION I

### WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “35 through 43”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY			
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.	Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>									
35. Assist all members and/or beneficiaries on death benefit determination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Calculate the estimates of pre-retirement death benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Determine eligibility and calculate benefit allowance for disability retirement benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Determine eligibility for pre-retirement death allowances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Assist members and/or beneficiaries on eligibility for continuance of disability benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. Determine and calculate benefit allowance for refund contributions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. Determine eligibility and calculate benefit allowance for retirement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. Review the work of others to ensure accurate information regarding eligibility and member billing questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. Review the work of others to ensure accurate information in payroll reporting discrepancies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>									

# CALSTRS

## SECTION I

### WORK EXPERIENCE – SENIOR PENSION PROGRAM REPRESENTATIVE

**INSTRUCTIONS:** To respond appropriately to items “44 through 47”, check the corresponding box in each column that accurately reflects your work experience. (**NOTE:** You must check only one box for each item under “Level of Experience” **AND** one box for each item under “Frequency”).

	LEVEL OF EXPERIENCE					FREQUENCY				
	Not performed	Performed task for less than 6 months.	Performed task for 6 months but less than 1 year.	Performed task for 1 year but less than 2 years.	Performed task for 2 years or more.		Performed DAILY	Performed WEEKLY	Performed MONTHLY	Not Performed
<p><b>LEVEL OF EXPERIENCE:</b> Mark the appropriate box that best describes your level of experience for each item. <b>There should be 1 check mark for each item.</b></p> <p><b>FREQUENCY:</b> Check the appropriate box that best describes how often you performed each item. <b>There should be 1 check mark for each item.</b></p> <p><b>NOTE:</b> There should be a total of <b>TWO</b> check marks for each item. <b>ONE</b> check mark for “Level of Experience” and <b>ONE</b> check mark for “Frequency.”</p> <p><b>ITEMS:</b></p>										
44. Explain benefits to members, beneficiaries and/or public agencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. Explain employment history and eligibility for reciprocity with other retirement systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. Explain services to members, beneficiaries and/or employers in the area of membership eligibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. Assist all members and/or beneficiaries on adjustments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>										

# CALSTRS

## SECTION II

### KNOWLEDGE OR ABILITY (KSA) ASSESSMENT- SENIOR PENSION PROGRAM REPRESENTATIVE

For items #1 – #17, please rate your Knowledge or Ability (KSA) by indicating the box that best describes your level of the KSA for each of the following areas.

**Definition of Levels:**

**Extensive Knowledge or Ability:** I have applied this KSA in an actual setting while performing a job.

**Moderate Knowledge or Ability:** I have this KSA to perform this task, but may require general supervision.

**Limited Knowledge or Ability:** I have education or training relevant to this KSA, but have not applied it to an actual job.

**No Knowledge or Ability:** I have no experience, education or training relevant to this KSA.

	K S A L e v e l			
	Extensive Knowledge or Ability	Moderate Knowledge or Ability	Limited Knowledge or Ability	No Knowledge or Ability
1. Knowledge of CalSTRS rules and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of CalSTRS policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledge of the CalSTRS organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Knowledge of CalSTRS publications and forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Knowledge of grammar, spelling and punctuation of modern English usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Knowledge of current office methods, equipment and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Knowledge of personal computers and familiarity with current software applications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Knowledge of the principles of mathematics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Knowledge of various CalSTRS program areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Knowledge of computer mainframe terminal operations and methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Knowledge of analytical methods and techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Knowledge of written and verbal communication techniques and organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ability to follow and communicate directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Ability to understand and apply the concepts of customer service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ability to interpret, apply, and effectively communicate provisions of CalSTRS rules, regulations, procedures and policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Ability to achieve quality end-products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Ability to build and maintain working relationships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTALS (FOR HR USE ONLY)</b>				

# CALSTRS

## SECTION II KNOWLEDGE/SKILL/ABILITY (KSA) ASSESSMENT- SENIOR PENSION PROGRAM REPRESENTATIVE

For items #18 – #32, please rate your Knowledge or Ability (KSA) by indicating the box that best describes your level of the KSA for each of the following areas.  <b>Definition of Levels:</b>  <u><b>Extensive Knowledge or Ability:</b></u> I have applied this KSA in an actual setting while performing a job.  <u><b>Moderate Knowledge or Ability:</b></u> I have this KSA to perform this task, but may require general supervision.  <u><b>Limited Knowledge or Ability:</b></u> I have education or training relevant to this KSA, but have not applied it to an actual job.  <u><b>No Knowledge or Ability:</b></u> I have no experience, education or training relevant to this KSA.	K S A L e v e l			
		<u>Extensive</u> Knowledge or Ability	<u>Moderate</u> Knowledge or Ability	<u>Limited</u> Knowledge or Ability
18. Ability to adapt to change priorities, workloads and legal mandates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Ability to evaluate situations accurately and take effective action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Ability to read and write English at a level required for successful job performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Ability to effectively participate as a team member.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Ability to demonstrate independence of action and thoroughness in the performance of tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Ability to perform technical work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Ability to work mathematical calculations with speed and accuracy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Ability to effectively respond to difficult and sensitive correspondence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Ability to carry out assignments without detailed instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Ability to effectively express facts and ideas in individual or group situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Ability to serve as expert technical/resource person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Ability to learn and operate automated equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ability to maintain positive and professional composure under difficult situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Ability to effectively balance priorities, schedules and workloads.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Ability to review research and interpret key information in member's history documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL (HR USE ONLY)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**QUALIFICATIONS ASSESSMENT RETURN AND MAILING PROCEDURES**

**Do not attach any additional documents** to this Qualifications Assessment or send any forms/documents in advance as additional documents will not be rated. This Qualifications Assessment will account for 100% of the weight of your examination for this classification. **You may mail or deliver in person the completed package to the following address:**

California State Teachers' Retirement System  
Human Resources  
100 Waterfront Place  
West Sacramento, CA 95605  
Attention: Senior Pension Program Representative Exam

**NOTE:**

- Candidates whose Qualifications Assessment is postmarked, personally delivered, or received via interoffice mail after the cutoff date will be eliminated from the current examination and will be in the next testing period.
- Be sure your envelope has **adequate postage** if submitting via mail.
- Facsimiles (FAX) will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.
- The Standard State Application (STD 678) may be downloaded from the California Department of Human Resources (CalHR) website at [Jobs.Ca.Gov](http://Jobs.Ca.Gov)

**AFFIRMATION STATEMENT**

**THIS AFFIRMATION MUST BE COMPLETED**

**Government Code Section 18935 (a):**

**“The department or a designated appointing power may refuse to examine, or after examination may refuse to declare as eligible, or may withhold or withdraw from an eligible list, before the appointment, anyone who meets any of the following criteria:**

**(4) Has misrepresented himself or herself in the application or examination process, including permitting another person to complete or attempt to complete a portion of the examination on his or her behalf**

**I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**NAME (PRINTED):** \_\_\_\_\_

**THIS COMPLETES THE QUALIFICATIONS ASSESSMENT**