



**TOLL SERGEANT  
DEPARTMENTAL PROMOTIONAL  
EXAM CODE: 6TR30**

<b>Department(s):</b>	<b>Caltrans</b>
<b>Bulletin Release Date:</b>	<b>June 20, 2016</b>
<b>Final Filing Date:</b>	<b>July 8, 2016</b>
<b>Monthly Salary:</b>	<b>\$3,209.00 to \$4,019.00</b>

#### **INTRODUCTION**

Caltrans is pleased to announce the posting of the Toll Sergeant examination. Employment from this examination will be offered in District 4 (Oakland).

Candidates may only establish eligibility in the location listed above.

#### **EQUAL EMPLOYMENT OPPORTUNITY**

Caltrans 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 work place. All applicants will be expected to behave in accordance with this objective, as 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?

This is a Departmental Promotional examination for Caltrans.

Applicants must be:

- 1) A permanent civil service appointment with the Caltrans as of the final filing date in order to participate in the examination; or
- 2) Have been employed with the Caltrans within the last three years, without a break in State civil service; or
- 3) A current or former employee of the Legislature for two or more years as defined in Government Code §18990; or
- 4) Be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or
- 5) A person 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. Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).

## FILING INSTRUCTIONS

Applications (STD 678) must be received or postmarked no later than the final filing date. FAXED OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED. THE EXAMINATION TITLE MUST BE INDICATED ON THE APPLICATION.

### **\*FILE BY MAIL:**

**Caltrans  
Exam Services (MS 86)  
P.O. Box 168036  
Sacramento, CA 95816-8036**

### **\*FILE IN PERSON:**

**Caltrans  
Exam Services (MS 86)  
1727 30<sup>th</sup> Street, 1<sup>st</sup> Floor  
Sacramento, CA 95816**

**\*Candidates are responsible for obtaining proof of mailing or submission of their application to Exam Services.**

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination Application form STD678. You will be contacted to make specific arrangements.

## **POSITION STATEMENT**

Under direction, during an assigned shift, to supervise a special phase of the toll collection activities on a State-operated toll bridge; and to do other related work.

## **ELIGIBLE LIST INFORMATION**

A Departmental Promotional spot eligible list will be established for Caltrans in District 4. 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.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination by the final filing date. Your signature on the application indicates that you read, understand, and possess the minimum qualifications required, and that the information provided is true and complete to the best of your knowledge.

All applications must include: "to" and "from" dates (month/day/year), time base, civil service or private sector titles, the duties performed, and an original signature. Applications received without this information will be rejected.

## **MINIMUM QUALIFICATIONS**

Two years of experience performing the duties of Toll Collector in the California state service.\*

Click on the link below to review the California State Personnel Board class specification which contain the requirements for admittance to the exam:

<http://calhr.ca.gov/state-hr-professionals/pages/1704.aspx>

\*"Performing the duties of..." indicates the applicant must have experience in state service in the class (or on a Training & Development to the class) specified.

## **EXAMINATION INFORMATION**

It is anticipated that the examination will be given in August/September 2016.

This examination will consist of a Modified Qualification Appraisal Panel (ModQAP). Accepted candidates will participate in the examination using a computer to type their responses. The examination will consist of patterned questions with set responses, not multiple choice questions.

This examination will be weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.

**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 each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the "Minimum Qualifications" shown on this announcement. Supplementary information will be accepted, but read the "Minimum Qualifications" carefully to see what kind of information will be useful to the staff doing the evaluation.

## **KNOWLEDGE AND ABILITIES**

### **Knowledge of:**

1. Toll assessing and collecting problems, procedures, and equipment
2. State laws, rules, and regulations pertaining to toll bridges
3. Principles of effective supervision
4. Department's Equal Employment Opportunity (EEO) objectives
5. A manager's role in the Equal Employment Opportunity (EEO) program and the processes available to meet EEO objectives

### **Ability to:**

1. Direct, communicate with, and train others
2. Analyze situations accurately and adopt an effective course of action
3. Manage difficult situations and address complaints
4. Administer compliance of correct toll charges rapidly and accurately
5. Write reports effectively
6. Effectively contribute to the Department's EEO objectives
7. Effectively operate a computer and utilize computer applications such as Advanced Toll Collection Accounting System (ATCAS) system, Microsoft Word and Excel

## **SPECIAL PERSONAL CHARACTERISTICS**

Willingness to work on rotating shifts; tact; firmness; patience; ability to remain in a confined area for long periods of time; willingness to wear a uniform and maintain a neat personal appearance; ability to recall and describe incidents.

## **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 more information regarding this exam, please contact the exam analyst at (916) 227-7397.

## GENERAL INFORMATION

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

**If a candidate's notice** of examination 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.

**Applications are available** at <https://jobs.ca.gov/pdf/std678.pdf>, California Department of Human Resources (CalHR) offices, and local offices of the Employment Development Department.

**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.

**The testing department** 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.

**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 the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide

promotional, 5) departmental open, 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.

**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.

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

*For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to Caltrans, Office of Examinations and Recruitment Services, P.O. Box 168036, MS 86, Sacramento, CA 95816. Voice (916) 227-7858 California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.*