



# DEPARTMENT OF WATER RESOURCES EXAMINATION ANNOUNCEMENT



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.

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

## BUSINESS SERVICES OFFICER I (SUPERVISOR) DEPARTMENTAL PROMOTIONAL

<b>FINAL FILING DATE</b>	<b>March 11, 2016</b> Examination Application forms (STD 678 Rev. 10/2013) must be postmarked, or submitted in person, no later than the final filing date. Applications postmarked or submitted in person after the final filing date will not be accepted for any reason. <b>FAXED OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED.</b>
<b>WHO SHOULD APPLY</b>	Applicants must have a permanent civil service appointment with the Department of Water Resources by the final filing date; <b>or</b> Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or 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 18992; or must be 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 using Veteran's experience must submit a copy of their DD214 along with their Standard Application (STD 678 Rev. 10/2013).
<b>HOW TO APPLY</b>	Examination Applications must have an original signature. It is the personal responsibility of each examination candidate to submit their application materials within the timeframe and in the manner specified on this examination bulletin. Examination Applications (Form STD 678 Rev. 10/2013) may be mailed or submitted in person by the final filing date to:  <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>MAILING ADDRESS:</b> Department of Water Resources P.O. Box 942836 Sacramento, CA 94236-0001</p> </div> <div style="width: 10%; text-align: center;"><b>OR</b></div> <div style="width: 45%;"> <p><b>SUBMIT IN PERSON:</b> Department of Water Resources 1416 9th Street, Room 320 Sacramento, CA 95814</p> </div> </div> <p><b>DO NOT SEND APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES OR DEPARTMENT OF WATER RESOURCES' FIELD OFFICES.</b> Applications are available at Department of Water Resources' (DWR) offices, the DWR website: <a href="http://www.water.ca.gov/jobs/currentexams.cfm">www.water.ca.gov/jobs/currentexams.cfm</a>, local office of the Employment Development Department, the California Department of Human Resources (CalHR), and their website: <a href="http://www.jobs.ca.gov">www.jobs.ca.gov</a>.</p>
<b>IDENTIFICATION REQUIRED</b>	Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
<b>SPECIAL TESTING ARRANGEMENTS</b>	If you have a disability and need special testing arrangements, mark the appropriate box in Question 2 of the "Examination Application." You will be contacted to make specific arrangements.
<b>SALARY RANGE</b>	<b>\$4020 - \$4977</b>
<b>ELIGIBLE LIST INFORMATION</b>	A departmental promotional eligible list will be established for the Department of Water Resources. 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.
<b>EXAMINATION DATE</b>	The entire examination will consist of a Qualification Appraisal Interview – Weighted 100%. It is anticipated interviews will be held during <b>April/May 2016</b> .
<b>REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION</b>	<b>NOTE:</b> All applicants must meet the minimum qualifications for this examination by the final filing date of <b>March 11, 2016</b> .  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" II, "or" III, etc. For example, candidates possessing 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.  <b>Either I</b>  One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)  <b>Or II</b>  Experience: One year of technical experience beyond the Trainee level in one or a combination of the following: <ol style="list-style-type: none"> <li>1. Equipment and supplies management including the preparation of purchase documents <b>or</b></li> <li>2. Building management including lease negotiation and problem resolution <b>or</b></li> <li>3. Telecommunications including landwire and radio/microwave.</li> </ol> <p>[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.] <b>and</b></p> <p><b>Education:</b> Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p>

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

<b>POSITION DESCRIPTION</b>	A Business Services Officer I (Supervisor) is the first supervisory level in the series. Under general supervision, incumbents typically have full supervisory responsibility for approximately 3 - 6 lower level staff in a business service office which may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks. Typically, incumbents either (1) supervise all business service functions in the smallest business service offices and may personally perform the most difficult and complex technical and analytical business service work; or (2) in larger offices, supervise one or more business service functions of average difficulty or two or more functions of least complexity as assistant to a higher level Business Service Officer and assist with the performance of more difficult and complex business service work. <b>Positions exist statewide with the Department of Water Resources.</b>
<b>EXAMINATION INFORMATION</b>	This examination will consist of a <b>Qualifications Appraisal Interview – Weighted 100%</b> . In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. <b>COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.</b>
<b>SCOPE OF EXAMINATION</b>	<b>Qualifications Appraisal Interview – Weighted 100%</b> In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's: Knowledge of: <ol style="list-style-type: none"><li>1. English grammar and punctuation</li><li>2. Principles and practices of public administration</li><li>3. Financial record keeping</li><li>4. Office and automotive equipment and supplies</li><li>5. Bases for property values and the legal forms, procedures and requirements necessary in property transactions</li><li>6. Building management including office layout, lighting, heating and ventilation</li><li>7. Personnel management and supervision</li><li>8. The department's Equal Employment Opportunity Program objectives</li><li>9. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives</li></ol> Ability to: <ol style="list-style-type: none"><li>1. Communicate effectively</li><li>2. Learn rapidly</li><li>3. Follow directions</li><li>4. Analyze data accurately</li><li>5. Reason logically</li><li>6. Maintain the confidence and cooperation of those contacted during the course of work</li><li>7. Utilize good work habits</li><li>8. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications</li><li>9. Utilize office and automotive equipment and supplies effectively and economically</li><li>10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs</li><li>11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements</li><li>12. Plan and direct the work of others</li><li>13. Successfully negotiate agreements for office space, equipment, supplies and services</li><li>14. Prepare budgetary data on such needs</li><li>15. Analyze situations and problems accurately and take an effective course of action</li><li>16. Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs</li><li>17. Effectively contribute to the department's Equal Employment Opportunity objectives</li></ol>
<b>CAREER CREDITS</b>	Career Credits are not granted in promotional examinations.
<b>VETERANS PREFERENCE</b>	Veterans Preference is not granted in promotional examinations.

**GENERAL INFORMATION**

**The Department of Water Resources** 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 any examination** without a written feature it is the candidate's responsibility to contact the Selection Services Section of the Department of Water Resources, (916) 653-4838, three weeks after the final filing date if he/she has not received a progress notice.

**Applications** are available at Department of Water Resources' (DWR) offices, the DWR website:

[www.water.ca.gov/jobs/currentexams.cfm](http://www.water.ca.gov/jobs/currentexams.cfm), local office of the Employment Development Department, the California Department of Human Resources (CalHR), and their website: [www.jobs.ca.gov](http://www.jobs.ca.gov).

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. All candidates who pass will be ranked according to their scores.

**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 classification.

**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, qualifications appraisal interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**If a candidate's notice** of oral interview 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.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. 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. In the case of continuous testing examinations, names are merged into the appropriate lists in order of final test scores (except as modified by veterans preference) regardless of the date of the test, and the resulting eligible lists will be used only to fill vacancies in the area shown on the 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, 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 Information Counter of State Personnel Board offices.

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

**For information** regarding this examination, please contact Teresa Bullock (916) 653-6330.