



**Open Statewide Examination  
Office Services Supervisor II (General)  
California Department of Toxic Substances Control**



The mission of DTSC is to protect California's people and environment from harmful effects of toxic substances through the restoration of contaminated resources, enforcement, regulation and pollution prevention.

**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:** Persons who meet the "minimum qualifications" as stated below.

**FINAL FILING DATE: February 22, 2017**

**HOW TO APPLY:**

Step 1. Visit [www.jobs.ca.gov](http://www.jobs.ca.gov). Create your State application by establishing a profile or by navigating directly to the PDF application. Make sure you meet the minimum qualifications listed below. If you do not meet these requirements, your application will be rejected.

Step 2. Print the application and mail it to:

Department of Toxic Substances Control  
Human Resources  
Attn: Exam Unit: Chhing Chau  
1001 I St., Floor 21  
Sacramento, CA 95814

Step 3: After the final file date, the link to the online Qualification Assessment will be mailed to applicants admitted into the examination.

For questions, contact Chhing Chau in the Examination Unit at (916) 322-8669. TDD (916) 323-3418 or CALNET 8-473-3418

**DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.**

**SALARY RANGE: \$3,180 - \$3,982 per month**

**SPECIAL TESTING ARRANGEMENTS:** If you have a disability and need special testing arrangements, mark the appropriate box on question #2 of the "Application for Examination." You will be contacted to make specific arrangements.

**ELIGIBLE LIST INFORMATION:** An eligibility list will be established. Eligibility expires 12 months after it is

established unless the needs of the service and conditions of the list warrants a change in this period.

## **POSITION DESCRIPTION:**

An Office Services Supervisor II (General) is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult and varied clerical work. The scope of the duties supervised by incumbents include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filling and records management; document preparation and review; composition of letters, procedure manuals and reports; reproduction services; coordination and maintenance of vehicle fleet, room reservation, video conferencing and telecommunications systems; gathering and providing of information over the telephone, by personal contact, and electronic mail; statistical, financial, and other record-keeping functions; and ordering and maintaining supplies and equipment.

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

It is your responsibility to make sure that you meet the education and/or experience requirements stated below.

**NOTE:** All applicants must meet the education and/or experience requirements for this examination by the final filing date. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class titles. Applications/resumes received without this information will be rejected. Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

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 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to an examination meeting 100 percent of the overall experience requirement.

## **MINIMUM QUALIFICATIONS:**

### **EITHER I**

In the California state service, one year of experience performing duties of a class with a level of responsibility equivalent to Office Technician.

### **OR II**

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees who perform this type of work (Experience in the California state service applied toward the specialized one-year requirement must be performing the duties of a class with a level of responsibility equivalent to Office Technician.) (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.)

**ADDITIONAL DESIRABLE QUALIFICATIONS:** Education equivalent to completion of the twelfth grade.

**EXAMINATION INFORMATION:** This examination will consist of an online Qualifications Assessment questionnaire weighted 100%. The Qualification Assessment will ask you to provide written responses in addition to rating yourself on a series of statements. When the needs arise for the department, the link to the assessment will be mailed to applicants admitted into the exam. To obtain a position on the eligible list, a minimum score of 70% must be received. Results of examination will be mailed to candidates.

**SCOPE:** In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of

experience, emphasis in the examination will be on measuring competitively, relative to job demands, each competitor's:

**A. KNOWLEDGE OF:**

1. Modern office methods, supplies and equipment.
2. Verbal and written business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. The Department's Equal Employment Opportunity objectives.
5. A supervisor's role in the Department's Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

**B. ABILITY TO:**

1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
2. Follow oral and written directions.
3. Evaluate situations accurately and take effective action.
4. Read, write and speak English at a level required for successful job performance.
5. Make clear and comprehensive reports and maintain detailed complex records.
6. Provide excellent customer service to internal and external customers.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
9. Communicate effectively verbally and in writing.
10. Work independently, modify established procedures and methods to meet changing needs, multi-task, and supervise the work of a medium size group.
11. Plan, organize, direct, and supervise the work of others; train, motivate, coach and mentor staff; set performance standards and hold staff accountable.
12. Effectively contribute to the Department's equal employment opportunity objectives.

**VETERANS PREFERENCE:** Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow, or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorable discharged or releases. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at, <https://jobs.ca.gov/Public/Jobs/Veterans.aspx> and the Department of Veterans Affairs.

Click here for information on the State's three-step hiring process: <https://jobs.ca.gov/Public/Job/Steps.aspx>

**GENERAL INFORMATION**

Applications are available at [www.jobs.ca.gov](http://www.jobs.ca.gov), 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 described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The Department of Toxic Substances Control reserves the right to revise the examination plan to better meet the needs of the service, should 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 contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

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.

It is the Candidate's Responsibility to contact the Department of Toxic Substances Control, (916) 322-8669, (CALNET 8-473-3418), three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Toxic Substances Control, (916) 322-8669, (CALNET 8-473-3418), 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.

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 Telephones: 1-800-735-2922

CLASS CODE: 1150