



STAFF SERVICES ANALYST (GENERAL)

Class Code: 5157 – Exam Code: 7PB34

Department(s):	California Department of Human Resources
Opening Date:	9/22/2009 2:29:00 PM
Closing Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Examination at any time.

ONCE YOU HAVE TAKEN THE TRAINING AND EXPERIENCE EXAMINATION, YOU MAY NOT RETAKE IT FOR TWELVE (12) MONTHS.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and/or need special testing arrangements you will be able to request a reasonable accommodation during the filing and self-scheduling process.

If you have questions, please contact:

California Department of Human Resources Selection Division
1-866-844-8671

California Relay Service (7-1-1)

Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

SALARY INFORMATION

Range A - \$2,945.00 - \$3,690.00

Range B - \$3,189.00 - \$3,992.00

Range C - \$3,824.00 - \$4,788.00

Range A. This range shall apply to those individuals who do not meet the criteria for Range B or C.

Range B. This range shall apply to persons who have satisfactorily completed the equivalent to six months of Staff Services Analyst (General) or Staff Services Analyst, Fair Political Practices Commission, or Management Services Technician (Range B), and may apply to persons who have the equivalent of six months of satisfactory experience outside of State service performing analytical personnel, budget or administrative duties similar to those of Staff Services Analyst.

Range C. This range shall apply to persons who have graduated from a recognized four-year accredited college or university; or who satisfactorily completed the equivalent to 12 months of Staff Services Analyst (Range B) or Staff Services Analyst, Fair Political Practices Commission experience, and may apply to persons who have the equivalent of eighteen months of satisfactory experience outside of State service performing analytical personnel, budget or administrative duties similar to those of Staff Services Analyst.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires twelve (**12**) months after it is established. Competitors must then retake the Training and Experience Examination to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER I

Education: Graduation with a Bachelor's degree from a recognized four-year accredited college or university. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

OR II

Work experience in the California state service may be substituted for the required education in Pattern I on a year-for-year basis by applicants who have at least six semester or nine quarter units of college level training in public or business administration, accounting, economics, political or social science, English, speech, statistics, law, or a closely related area.

SPECIAL NOTE FOR CURRENT STATE EMPLOYEES:

If you believe that you are eligible to transfer into the Staff Services Analyst classification, you may consult with the Personnel Office of the department where you are employed. Your Personnel Office will provide you with information regarding the applicable transfer procedures.

POSITION DESCRIPTION

Under supervision, incumbents perform analytical work of average difficulty in a wide variety of consultative and analytical staff services assignments such as program evaluation and planning, systems development, budgeting, planning, training, management and personnel analysis; and do other related work. Work at this level is distinguished from lower-level assignments by the analytical and evaluative nature of the work, rather than the performance of process-oriented assignments. Incumbent studies the principles and techniques of the area of work to which assigned and, under supervision, applies them; participates in analytical studies of organization, procedures, budgetary requirements, personnel management; gathers, tabulates, and analyzes data; draws organization, workload, and other charts; interviews and consults with departmental officials, employees, and others to give and secure information; prepares reports and makes recommendations on procedures, policies, and program alternatives; reviews and analyzes proposed legislation and advises management on the potential impact; makes decisions on financial, personnel, and other transactions of average complexity; works as field representative in intergovernmental negotiations; and prepares correspondence.

POSITIONS EXIST STATEWIDE WITH VARIOUS DEPARTMENTS. The eligible list that results from this examination may be used by all State departments who utilize the Staff Services Analyst classification.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EXAMINATION – Weighted 100%

The examination will consist solely of a Training and Experience Examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Examination process. ONCE YOU HAVE TAKEN THE TRAINING AND EXPERIENCE EXAMINATION, YOU MAY NOT RETAKE IT FOR TWELVE (12) MONTHS.

[Click here to preview the Training and Experience Examination.](#)

KNOWLEDGE AND ABILITIES

The examination and hiring interview may evaluate the following areas:

A. Knowledge of:

1. Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organizations.
2. Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.
3. Basic statistics to calculate and interpret statistical analyses and draw appropriate conclusions.

B. Ability to:

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.
2. Develop and evaluate alternatives; analyze data and present ideas and information effectively.
3. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
4. Gain and maintain the confidence and cooperation of those contacted during the course of work.
5. Work independently on projects or assignments without close supervision or detailed instructions.
6. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action.

C. Skill to:

1. Perform arithmetic computations.
2. Perform basic statistical calculations.
3. Extract specific, relevant data and information from a larger body of materials.
4. Comprehend and interpret complex information and materials, including standards, procedures and policies.
5. Apply policies and procedures in the completion of work assignments.
6. Apply technical principles and standards in the completion of work assignments.
7. Read and interpret charts and graphs, identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
8. Analyze and evaluate data and information to formulate conclusions and courses of actions.
9. Make appropriate decisions based upon the facts and information available.
10. Recognize the ramifications and possible impact of decisions and/or actions to determine the most appropriate courses of action.
11. Analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action.
12. Organize and identify the work activities to be completed by a work team or task force completing a project; recognize the need to shift priorities and resources to compete projects and assignments within established timeframes and by expected deadlines.
13. Follow-up and ensure that the assignments and activities of work team or task force members are completed within established timelines.
14. Prioritize assignments and projects to ensure completion within established timeframes and by expected deadlines.
15. Participate in and contribute to the effectiveness of a group or team.
16. Establish and maintain cooperative relations with others.

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 dishonorably discharged or released.

CAREER CREDITS

Career Credits will not be added to the final score of this exam, because it does not meet the requirements to qualify for Career Credits.

DISTINGUISHING CHARACTERISTICS

SPECIAL PERSONAL CHARACTERISTICS

Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

CONTACT INFORMATION

If you have any questions concerning this announcement, please contact:

The California Department of Human Resources Selection Division

1515 S Street, North Building, Suite 400

Sacramento, CA 95811-7258

1-866 844-8671

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GENERAL INFORMATION

Applications are available at 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 California Department of Human Resources 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.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

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.

Bulletin Revision Date: 9/08/16

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Examination. At the end of the Training and Experience Examination, it will be instantly scored upon your request.

ONCE YOU HAVE TAKEN THE TRAINING AND EXPERIENCE EXAMINATION, YOU MAY NOT RETAKE IT FOR TWELVE (12) MONTHS.

[Click here to go to the Training and Experience Examination for Staff Services Analyst.](#)