



## Staff Services Analyst (General)

**Exam Code: 7PB34**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

**\*\*\*The retake period for the Staff Services Analyst exam has been changed to 6 months. The eligibility period of 12 months remains the same. \*\*\***

### CLASSIFICATION DETAILS

**Staff Services Analyst (General) –** Range A - \$3,186.00 - \$3,992.00 per month  
Range B - \$3,450.00 - \$4,318.00 per month  
Range C - \$4,136.00 - \$5,179.00 per month

View the [classification specification](#) for the Staff Services Analyst (General) classification.

### APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **6 months**.

#### **How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

## **Special Testing Arrangements:**

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 7-1-1 (TTY and voice)

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

## **MINIMUM QUALIFICATIONS**

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

### **Staff Services Analyst (General)**

#### **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**

### **Staff Services Analyst (General)**

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.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

### **Knowledge of:**

- 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.

- Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.
- Basic statistics to calculate and interpret statistical analyses and draw appropriate conclusions.

**Skill to:**

- Perform arithmetic computations.
- Perform basic statistical calculations.
- Extract specific, relevant data and information from a larger body of materials.
- Comprehend and interpret complex information and materials, including standards, procedures and policies.
- Apply policies and procedures in the completion of work assignments.
- Apply technical principles and standards in the completion of work assignments.
- Read and interpret charts and graphs, identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
- Analyze and evaluate data and information to formulate conclusions and courses of actions.
- Make appropriate decisions based upon the facts and information available.
- Recognize the ramifications and possible impact of decisions and/or actions to determine the most appropriate courses of action.
- Analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action.
- 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 complete projects and assignments within established timeframes and by expected deadlines.
- Follow-up and ensure that the assignments and activities of work team or task force members are completed within established timelines.
- Prioritize assignments and projects to ensure completion within established timeframes and by expected deadlines.
- Participate in and contribute to the effectiveness of a group or team.
- Establish and maintain cooperative relations with others.

**Ability to:**

- Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.
- Develop and evaluate alternatives; analyze data and present ideas and information effectively.

- Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
- Gain and maintain the confidence and cooperation of those contacted during the course of work.
- Work independently on projects or assignments without close supervision or detailed instructions.
- Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action.

### **Special Personal Characteristics:**

- Willingness as a learner to do routine detailed work in order to learn the practical application of administrative principles.
- 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.
- Willingness and ability to accept increasing responsibility.

## **ELIGIBLE LIST INFORMATION**

A servicewide, open eligible list for the **Staff Services Analyst (General)** classification will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **12 months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

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.

## **EXAMINATION INFORMATION**

[Preview Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

Take the examination for the [Staff Services Analyst \(General\)](#) classification.

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 7-1-1 (TTY and voice)

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

## EQUAL OPPORTUNITY EMPLOYER

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.

## **GENERAL INFORMATION**

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) 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 applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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) servicewide 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.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.