

INSPECTOR I, DEPARTMENT OF CONSUMER AFFAIRS

Examination Code: 8CADD

Department: Department of Consumer Affairs (DCA)

Examination Type: Departmental Open **Final Filing Date:** Continuous Filing

CLASSIFICATION DETAILS

Salary – \$3,829.00 - \$4,694.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the classification specification.

APPLICATION INSTRUCTIONS

Application Requirements

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Applications must have an original signature. Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

Cut-off Dates and Timely Filing

Applications are accepted continuously throughout the year and will be processed during the administration period following the cut-off dates listed below:

- January 16, 2024
- April 15, 2024
- July 15, 2024
- October 15, 2024

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked after the cut-off or received via hand delivery or interagency mail after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered postmark dates for the purpose of determining timely filing. Applications received via email or fax will not be accepted.

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 nine (9) months.

How to Apply

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- Examination/Employment Application (STD. 678)
- Training & Experience Examination
- Conditions of Employment form
- Proof of education, if applicable (copies are acceptable for the purpose of the examination).

Where to Apply

You may send your application package by mail or hand deliver to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (R. Kinney)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Indicate the examination title on your application.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination 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.

Either I

Experience: Two years of experience with a governmental agency in one or a combination of the following:

- Inspection of business establishments for compliance with laws, rules, regulations, and standards. or
- 2. In law enforcement which has included some investigation work.

Or II

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Experience: Equivalent to completion of two years of college with at least 12 units in police science or criminology. (Students within one semester of completing the required two years of college will be admitted to the examination but must produce evidence of completion before they can be considered eligible for appointment.)

SPECIAL PERSONAL AND PHYSICAL CHARACTERISTICS

Ability to walk long distances; willingness to travel throughout the state and work odd and irregular hours; keenness of observation; and neat personal appearance.

POSITION DESCRIPTION

Under direction, to assure compliance with the provisions of the Administrative and Business and Professions Codes by conducting inspections in one or a combination of business activities; and to do other related work.

POSITION LOCATION

Positions exist statewide.

EXAMINATION SCOPE

Training & Experience Examination – Weighted 100%

This examination consists of a Training & Experience examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

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

Knowledge of

- 1. Inspection and/or interview issues and concerns to ensure safety while in the field.
- 2. State laws, rules, regulations regarding individuals and businesses licensed by various agencies with the Department of Consumer Affairs.
- 3. Inspection techniques, policies, and procedures.
- Laws of arrest and rules of evidence and procedures followed in court and administrative hearings.
- 5. Industry practices and inspection problems such as those encountered in the barber, cosmetology, dry cleaning, and furniture and bedding businesses, veterinary hospitals, and yacht and ship brokerage establishments.

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Skill to

1. Communicate effectively.

Ability to

- 1. Write complete, accurate, and concise reports.
- 2. Handle communications from individuals, including licensees.
- 3. Determine if violations of the Board's laws, rules and regulations exist and issue disciplinary actions accordingly.
- 4. Read and write English at a level required for successful job performance.
- 5. Think and act quickly in emergencies.
- 6. Analyze data and draw sound conclusions.
- 7. Interpret and apply sections of State laws which relate to individuals and businesses licensed by various agencies in the Department of Consumer Affairs.
- 8. Deal with the public in a courteous and fair minded manner.
- 9. Move around and remain in a stationary position for long durations to complete an interview or inspection.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for DCA. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Code sections 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 who have achieved permanent civil service status are not eligible to receive veterans' preference.

Veterans status is verified by the CalHR. Information on this program and the Veterans' Preference Application (CALHR 1093) can be found on the <u>CalHR Veterans Information webpage</u>. Additional information on veteran benefits is available at the Department of Veterans Affairs.

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Career credits do NOT apply.

PREPARING FOR THE EXAMINATION

Below is a list of information you should gather and have available prior to taking the examination.

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

Training & Experience Examination: If you meet the minimum qualifications for this classification, your responses to the questions and statements on the Training & Experience Questionnaire Examination will be scored against predetermined rating criteria. You will *not* appear to take an examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please provide your name, examination title and contact us at:

Department of Consumer Affairs Examination Services Unit 1625 North Market Blvd., Suite N-321 Sacramento, California 95834

Phone: (916) 574-8370

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice). TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

Department of Consumer Affairs website: www.dca.ca.gov

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/Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your <u>CalCareer Account</u>.

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.

DCA 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.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the cut-off date if he/she has not received a progress notice.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

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 classification. A medical examination may be required. In 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 list 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 Code sections 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 CalHR. The Veterans' Preference Application (CALHR 1093) is available on the CalHR Veterans Information webpage.

High School Equivalence: Equivalence to completion of the 12th 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 classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

GENERAL INSTRUCTIONS

Thank you for your interest in California State civil service employment. The State of California is an Equal Employment Opportunity employer. The Inspector I, Department of Consumer Affairs examination will consist of the attached Training & Experience Examination (T&E) that will be used to evaluate your experience, education, and training.

The T&E is the examination and will account for 100% of your score. It is important that you fill out the T&E completely. **Questions without a response will not be scored**. Your responses should be an accurate reflection of your experience, education, and training.

In order to apply for this examination, you must submit an examination application package. Missing information may delay the processing of your examination.

The following documents must be included in your examination application package:

- Examination/Employment Application (STD. 678)
- Proof of education, if applicable (copies are acceptable)
- Affirmation Statement
- Training & Experience Examination
- Conditions of Employment

PLEASE SUBMIT YOUR COMPLETED EXAMINATION APPLICATION PACKAGE TO:

California Department of Consumer Affairs Office of Human Resources Attn: Examination Services Unit (R. Kinney) 1625 North Market Blvd., Suite N-321 Sacramento, CA 95834

Upon receipt of your completed examination application package, documents become confidential information and are the property of the Department of Consumer Affairs, Examination Services Unit. Please notify this office if you have a change of address.

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

All information provided on the state employment application and T&E is subject to verification at any time during the examination process and/or hiring process.

Anyone who misrepresents their experience, education, and/or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the certification list
- Loss of state employment
- Loss of rights to compete in any future state examinations

AFFIRMATION STATEMENT

Government Code section 18935:

- (a) The department or a designated appointing power may refuse to examine, or after examination may refuse to declare as eligible, or may withhold or withdraw from an eligible list, before the appointment, anyone who meets any of the following criteria:
 - (1) Lacks any of the requirements for the examination or position for which he or she applied.
 - (2) Has been dismissed from any position for any cause that would be a cause for dismissal from state service.
 - (3) Has resigned from any position not in good standing in order to avoid dismissal.
 - (4) Has misrepresented himself or herself in the application or examination process, including permitting another person to complete or attempt to complete a portion of the examination on his or her behalf.
 - (5) Has been found to be unsuited or not qualified for employment pursuant torule.
- (b) The remedies provided in this section are not exclusive and shall not prevent the board, department, or appointing power from taking additional actions pursuant to Chapter 10 (commencing with Section 19680).

I hereby certify and understand that the information provided by me on this examination is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

SIGNATURE:
NAME (PRINTED):
DATE:
HOME PHONE NUMBER:
WORK PHONE NUMBER:

Applicant's Name:Date:			
This Training & Experience (T&E) examination will be used to evaluate your experience education, and training. This is a scored examination and will account for 100% of your rating It is important to complete the examination accurately. Your responses are subject to verification, and should be an accurate reflection of your experience, education, and training.			
Section I – Minimum Qualifications Items in this section request information about your minimum qualifications determine appointment eligibility. Please answer the following questions b the appropriate box related to your education and/or experience.			
Pattern I	Yes	No	
Do you have two years of experience with a governmental agency in one or a combination of the following:			
 Inspection of business establishments for compliance with laws, rules, regulations, and standards. Or 			
2. In law enforcement which has included some investigative work.			
Pattern II	Yes	No	
Do you have equivalent to completion of two years of college with at least 12 units in police science or criminology? (Students within one semester of completing the required two years of college will be admitted to the examination but must produce evidence of completion before they can			
be considered eligible for appointment.)			

Items in the following sections will be scored and used to determine your final rating.

Section II - Specialized Experience				
Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.				
		Years	of Exper	ience
	Areas of Experience	Less than 1 yr	1-3+ yrs	4+ yrs
1.	Knowledge of State or local laws, rules, and regulations regarding individuals and businesses licensed by various agencies to ensure compliance.			
2.	Knowledge of rules of evidence and procedures followed in court and administrative hearings to ensure proper protocols are followed.			
3.	Knowledge of inspection and/or interview issues and concerns, to ensure safety while performing job duties.			
4.	Knowledge of inspection and investigation techniques, policies, and procedures to complete work assignments in accordance with State or local laws, rules, and regulations.			
5.	Skill to communicate effectively to convey laws and regulations successfully.			
6.	Ability to read and write English at a level required for successful job performance to comprehend and document information accurately.			
7.	Ability to interpret and apply sections of State and local laws which relate to individuals and businesses licensed by various agencies to ensure compliance.			
8.	Ability to analyze data and draw sound conclusions to gain clarity and make recommendations.			
9.	Ability to think and act quickly in emergencies to ensure safety of oneself or others.			
10.	Ability to write complete, accurate, and concise reports in order to document facts.			
11.	Ability to deal with the public in a courteous and unbiased manner to provide open communication to ascertain information.			
12.	Ability to walk and stand for long durations to complete interviews or inspections.			
13.	Ability to handle written and verbal communications from individuals, and businesses to ensure compliance.			
14.	Ability to determine if violations of laws, rules and regulations exist and issue disciplinary actions accordingly for public safety and consumer protection.			

Section III - Task Experience					
Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.					
Areas of Experience		Years of Experience			
		1-3+ yrs	4+ yrs		
 Communicate by phone or email with supervisor regarding questions, concerns, and to provide updates. 					
Maintain files and records in accordance with policies and procedures.					
3. Write reports to document facts using computer software or department issued equipment.					
4. Conduct interviews, inspections and/or investigations in accordance with the laws and regulations.					
 Consult with individuals and/or businesses on compliance and provide literature, forms, pamphlets, rules, and regulations. 					
6. Obtain records and documents to verify information using a computer, phone, forms, and/or verbal communication skills.					
7. Participate in training courses.					
Assist in providing training to new employees regarding policies and procedures, laws and regulations at the direction of management.					
 Assist and aid in investigations of individuals and/or businesses using files, documentation, a computer and verbal communication. 					
10. Identify and document violations to ensure compliance using a camera, checklist, reports, computer software, and various documents.					
11. Maintain working relationships with investigators and/or other enforcement agencies using a phone, computer, and in person communications to share knowledge and information.					
12. Gather evidence and testify in court or administrative hearings regarding evidence gathered during an investigation or inspection.					
13. Initiate and investigate complaints using checklists, department issued equipment, and verbal communication skills.					
 Conduct follow-up inspections and/or site visits to determine compliance. 					

Section IV - Education
Please indicate your specific education by placing an "X" in the corresponding box. Check all that apply. Failure to provide proof of education may affect the scoring of your exam.
2 - 4 years of college with 12 or more units in Police Science or Criminology
Bachelor's degree or higher with 12 or more units in Police Science or Criminology

CONDITIONS OF EMPLOYMENT - FORM 631

CANDIDATE NAME:

EXAMINATION TITLE:	INSPECTOR I	DFPARTMENT (OF CONSUMER	AFFAIRS
	HIADI ECICK I	, PEI MINIMEITI \	JI CONSUMEN	$\Delta I I \Delta I I \Delta$

Positions are available to examination, your name fill vacancies according check mark √next to yo	will be placed on an c to the conditions you s	active employment list a	nd referred to
Type of appointment	☐ Permanent	Other than	☐ Both A

Type of appointment you will accept	Permanent Full time D	Other than Permanent Full time R	□ Both A		
Locations in which you are willing to work - Please place a check mark ✓ next to you choices – You will not be offered a job in locations not checked. If more than 15 selections are made, you may be considered available for work anywhere in the state.					
 Anywhere in the state - If checked, no further selection is necessary. Anywhere in the northern region (8004) or make northern county choices below. 					
☐ Butte 0400	☐ Colusa 0600	Del	Vorte 0800		
☐ Glen 1100	☐ Humboldt 1	200 🔲 Lake	1700		
☐ Mendocino 2300	■ Modoc 250	0 🔲 Nev	ada 2900		
Placer 3100	Plumas 3200) 🔲 Shas	ta 4500		
☐ Sierra 4600	☐ Siskiyou 470	0 🔲 Sutte	er 5100		
☐ Tehama 5200	☐ Trinity 5300	☐ Yuba	d 5800		
☐ Anywhere in the central region (8001) or make central county choices below.					
☐ Alameda 0100	☐ Alpine 0200	☐ Amo	ador 0300		
Calaveras 0500	Contra Cos	ta 0700 🔲 El Da	orado 0900		
Fresno 1000	☐ Madera 200	00 \ Mar	in 2100		
Mariposa 2200	☐ Merced 240	00 \ Mor	nterey 2700		
■ Napa 2800	Sacramento	o 3400 🔲 San	Benito 3500		
☐ San Francisco 3800	San Joaquii	n 3900 🔲 San	Mateo 4100		
☐ Santa Clara 4300	Santa Cruz	4400 🔲 Sola	no 4800		
☐ Sonoma 4900	☐ Stanislaus 5	000 u Tuoli	umne 5500		
☐ Yolo 5700					

☐ Anywhere in the southern region (8011) or make southern county choices below					
☐ Imperial 1300	☐ Inyo 1400	■ Kern 1500			
☐ Kings 1600	Los Angeles 1900	☐ Mono 2600			
Orange 3000	Riverside 3300	☐ San Bernardino 3600			
☐ San Diego 3700	☐ San Luis Obispo 4000	☐ Santa Barbara 4200			
■ Tulare 5400	☐ Ventura 5600				