



**Program Technician (Leap)  
097500-00109927-8PB50**

**Department(s): State Personnel Board/Statewide**

**Opening Date: 9/21/2009 11:02:00 AM**

**Closing Date: Continuous**

**Cut-off Date: 9/25/2014**

**Type of Recruitment: SERVICEWIDE OPEN**

**Salary: MONTHLY-RANGED-SALARY - \$2,280.00 to \$2,975.00**

**Employment Type: Limited Term Full-time  
Limited Term Part-Time  
Limited Term Intermittent**

**Exam Type: State-wide**

## **INTRODUCTION**

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year.

For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following Websites: [www.spb.ca.gov](http://www.spb.ca.gov) or [www.dor.ca.gov](http://www.dor.ca.gov).

## **EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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?

Those who meet all of the following criteria: 1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and** 2) Individuals with a Limited Examination and Appointment Program (LEAP) certification from the State Department of Rehabilitation, **and** 3) Individuals who have not taken this examination in the past 18 months, **and** 4) Individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain and complete a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 558-5300, TTY (916) 558-5302 or online at [www.dor.ca.gov](http://www.dor.ca.gov).

## FILING INSTRUCTIONS

**Final File Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

**Testing Period:** The testing period for this classification is 18 months. You may not test for this classification more than once in a testing period. Eligibility expires 24 months after it is established. Competitors must then retake the Readiness Training and Experience Evaluation to reestablish eligibility

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, Examinations Unit at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

## ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the State Personnel Board for use by other State agencies. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 24 months after it is established. Competitors must then retake the Readiness Training and Experience Evaluation 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 announcement.

## MINIMUM QUALIFICATIONS

### EITHER I

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant.

### OR II

**Experience:** One year of clerical experience. [Academic education above the 12th 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. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they may be considered eligible for appointment.]

### and

**Education:** Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Job Training Partnership Act. (One year of clerical work experience may be substituted for the required education.)

## POSITION DESCRIPTION

Program Technicians, under close supervision and in accordance with established procedures, learn and perform increasingly difficult duties of a semi-technical nature in a specialized departmental program. When incumbents become proficient in their duties, they work under general supervision and guidelines. Incumbents review and/or process forms, files, etc., of a semi-technical nature associated with a specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

Positions exist statewide.

## EXAMINATION INFORMATION

The examination consists of a Readiness Training and Experience Evaluation. 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 Readiness Training and Experience Evaluation.

## KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Modern office methods, equipment, and procedures.

B. Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules, regulations, procedures, and policies.
5. Perform arithmetic calculations with speed and accuracy.
6. Read and write English at a level required for successful job performance.
7. Meet and deal tactfully with the public, co-workers, and/or clients, either face-to-face or by telephone.

## VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

## CAREER CREDITS

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

## CONTACT INFORMATION

STATE PERSONNEL BOARD  
Examination and Selection Services Section  
801 Capitol Mall  
Sacramento, CA 95814

(866) 844-8671  
TDD: (916) 654-6336  
California Relay Service: (800) 735-2929  
(TDD) (800) 735-2922

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

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, 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 State Personnel Board** 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.

**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.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. **NOTE: For peace officer classifications please refer to the testing department for special requirements.**

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the

veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

### **TAKING THE EXAM**

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

[Click here to go to the Readiness Training and Experience Evaluation for LEAP Program Technician.](#)