



## Associate Governmental Program Analyst

Class Code: 5393 – Exam Code: 9PB04

Department(s): State of California  
Opening Date: 9/27/2009  
Final Filing Date: Continuous  
Type of Examination: Servicewide, Open

### EEO

An equal opportunity employer to all regardless of age, ancestry, color, disability, gender identity or expression, genetic information, marital status, medical condition, military and veteran status, national origin, political affiliation, race, religion, sex, or sexual orientation of any person.

### 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 Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 6 months.

### FILING INSTRUCTIONS

**Final Filing Date: Continuous**

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

### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources  
Examination and Selection Services Section  
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 \$4,600.00 - \$5,758.00

Range L \$4,600.00 - \$5,758.00

### **ELIGIBLE LIST INFORMATION**

An open, service wide eligible list will be established by the California Department of Human Resources for use by the other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the 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 bulletin as of the date the test is taken.

### **MINIMUM QUALIFICATIONS**

State experience applied toward the "General Experience" pattern must include at least one year in a class at a level of responsibility equivalent to that of the promotional class.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirements, provided that the combined qualifying experience totals at least 30 months. Education may not be used to reduce this 30-month limit.

#### **Education**

The following education is required when general experience is used to qualify at any level: equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) AND

#### **Either 1**

Experience: One year of experience performing the duties of a Staff Services Analyst, Range C. or

#### **Or 2**

Experience: Three years of professional analytical experience performing duties in one or a combination of the following or closely related areas: budgeting, management analysis, personnel, planning, program evaluation, or policy analysis.

Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.

(One year of graduate work in public or business administration, industrial relations, psychology, law, political science, or a related field may be substituted for six months of the required nonsupervisory experience.)

### **POSITION DESCRIPTION**

An Associate Governmental Program Analyst performs the more responsible, varied, and complex technical analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis; and continually provides consultative services to management or others. This is the full journey level analyst class. Incumbents are typically subject-matter generalists who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in a variety of general staff services settings.

Vacancies are anticipated at various departments throughout state service.

## EXAMINATION INFORMATION

### TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

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. An applicant will receive his/her score upon completion of the **Training and Experience Evaluation process**.

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

## KNOWLEDGE AND ABILITIES

- Knowledge of:
  - Proper spelling, grammar, punctuation, and sentence structure.
  - Data collection techniques.
- Ability to:
  - Communicate information clearly and concisely to audiences with varying levels of understanding.
  - Evaluate written materials.
  - Develop procedures and processes related to programs.
  - Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
  - Conduct research of various written and electronic materials.
  - Conduct research from various verbal/oral sources.
  - Perform arithmetic computations.
  - Present numerical data in a clear and logical format.
  - Exercise sound judgment when making decisions.
  - Extract specific, relevant data and information from a larger body of material.
  - Read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts.
  - Read and interpret charts and graphs.
  - Reconcile discrepancies in data and information.
  - Identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
  - Apply information through research and/or training to current assignments or projects.
  - Analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
  - Identify information, data, materials, and resources needed to complete a project or assignment.
  - Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
  - Work on multiple tasks or parts of tasks simultaneously to ensure timely completion.
  - Work independently on projects or assignments.
  - Use a personal computer to input data, access information, and/or create materials or documents using a variety of software applications.
  - Use electronic mail software to communicate with diverse audiences.
  - Use database software to input, organize, track, and retrieve data.
  - Use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts.
  - Use the internet to conduct on-line research and obtain information to complete program or project activities, etc.
  - Use word processing software to prepare reports and correspondence.
  - Use and operate basic office equipment.
  - Establish and maintain cooperative working relationships with management, staff, and internal/external stakeholders.
  - Persuade or influence others through the verbal explanation of issues and data.
  - Negotiate and compromise.

- ❑ Use tact and diplomacy.
- ❑ Be flexible in adapting to changes in priorities and assignments.
- ❑ Maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
- ❑ Provide one-on-one training to facilitate the transfer of specific knowledge and/or skills.
- ❑ Interpret data obtained through formal data gathering techniques, such as surveys, questionnaires, and interviews.
- ❑ Develop detailed and specific procedures and processes outlining the steps to follow in completing departmental, program, and/or project tasks.
- ❑ Prioritize and schedule the work to be completed by a work team or project task force.
- ❑ Establish project schedules and milestones to complete projects and assignments within desired timelines.
- ❑ Facilitate meetings and discussions in a manner that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees.
- ❑ Function as a liaison on behalf of assigned program or project to interact with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.

### 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 for this exam, because it does not meet the requirements to qualify for Career Credits.

### CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources  
 Attn: Examination Services  
 1515 S Street, North Bldg., Suite 400  
 Sacramento, CA 95811

1-866-844-8671  
 California Relay Service (7-1-1)  
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### 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 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 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, 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) service-wide promotional, 5) departmental open, and 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 [online](#), and at the Department of Veterans Affairs.

**Bulletin Revision Date: 07/07/2017**

## **TAKING THE EXAM**

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

**[Click here to go to the Training and Experience Evaluation.](#)**