

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.*****

Training and Experience Evaluation

Associate Governmental Program Analyst

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Tasks:

1. Facilitating meetings with groups and teams to coordinate and meet project, program, or organizational objectives
2. Collaborating with customers or clients to provide service and meet service expectations
3. Directing and guiding customers and stakeholders on various processes to provide information and/or resolve issues
4. Addressing problems or customer complaints regarding policies, procedures, and/or services/products
5. Calming and diffusing situations with difficult or upset individuals in the course of completing work assignments
6. Leading work groups or teams to accomplish work assignment objectives and goals
7. Providing consultative services, status reports, and recommendations to staff members, management, and customers
8. Responding to inquiries from customers, stakeholders, or the public
9. Writing job-related memos, letters, and correspondence
10. Developing and editing instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations
11. Writing technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects
12. Editing documents and written materials to ensure accuracy and completeness
13. Conducting research (e.g., internet, library) to retrieve and compile information and data for projects or assignments
14. Collecting information to respond to inquiries and research questions
15. Interpreting technical materials (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities
16. Analyzing collected data to prepare summaries
17. Organizing and compiling data and information into reports to ensure accurate and clear documentation
18. Analyzing and evaluating problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans
19. Establishing work plans and timelines for the completion of work tasks, assignments, and projects
20. Analyzing and evaluating the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations
21. Providing status and progress reports of current work assignments to management, staff, and internal and external stakeholders
22. Serving as liaison to coordinate communication between management, staff, and internal and external stakeholders

23. Using word processing software to prepare memos, correspondence, and other documents and materials
24. Creating spreadsheets to compile, compute, organize, and present data and statistics for use in reports
25. Using electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information
26. Using email applications to communicate and/or schedule meetings
27. Verifying the completeness and accuracy of forms and documents
28. Monitoring and tracking resources related to projects, programs, and/or work activities

