



## **Staff Services Manager 2 (Supervisory)**

**Exam Code: 9PB16**

## **Staff Services Manager 2 (Managerial)**

**Exam Code: 9PB18**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

### **CLASSIFICATION DETAILS**

Staff Services Manager 2 (Supervisory) – \$6,495.00 - \$8,070.00 per month

Staff Services Manager 2 (Managerial) - \$7,190.00 - \$8,167.00 per month

View the [classification specification](#) for the Staff Services Manager 2 classifications.

### **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 **9 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 Manager 2**

#### **EITHER 1**

One year of experience in the California State service performing the duties of a Staff Services Manager I.

#### **OR 2**

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **And**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

#### **OR 3**

Two years of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

## OR 4

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California State service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience, more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## POSITION DESCRIPTION

### Staff Services Manager 2

A Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial) for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory and/or managerial abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers 2 (Supervisory) and (Managerial) are responsible for the effective resolutions of a broad range of governmental, supervisory, and/or managerial problems. They conduct and/or review analytical studies and surveys; formulate, procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager 2 (Supervisory) is the full supervisory level over analytical and administrative work. Staff at this level are typically in charge of a well-established and fully-developed Staff Services function. The Staff Services Manager 2 (Managerial) is the first management level over analytical and administrative work. Staff at this level have significant responsibilities for formulating or administering agency or departmental policies and programs. Positions exist throughout the State of California in various departments.

## 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.

The components of the Training and Experience Evaluation assess the following competencies ([State of California Leadership Competency Model](#)):

### **Core Leadership Competencies:**

#### **Analytical Thinking**

The ability to approach a problem by using a logical, systematic, sequential approach.

#### **Change Leadership**

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

#### **Customer Focus**

The ability to identify and respond to current and future customer's needs. The ability to provide excellent service to internal and external customers.

#### **Communication**

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, correct spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

#### **Conflict Management**

The ability to prevent, manage and/or resolve conflict.

#### **Decision Making**

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

#### **Developing Others**

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

#### **Ethics and Integrity**

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

**Fostering Diversity**

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion.

**Interpersonal Skills**

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

**Personal Credibility**

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

**Team Leadership**

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

**Thoroughness**

The ability to ensure that one's own and other's work and information are complete and accurate. The ability carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

**Vision and Strategic Thinking**

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

**Workforce Management**

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

**Occupation (Classification) Specific Competencies****Creative Thinking**

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

**Diagnostic Information Gathering**

The ability to identify the information needed to clarify a situation and to draw out the information when others are reluctant to disclose it.

**Empowering Others**

The ability to convey confidence in employees' ability to be successful, especially at

challenging new tasks; share significant responsibility and authority; and to allow employee's freedom to decide how they will accomplish their goals and resolve issues.

### **Organizational Awareness**

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

### **Professional and Personal Development**

The commitment to improve one's technical and personal growth.

### **Resource Management**

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, and real property and business information.

### **Results Orientation**

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

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 on measuring competitively, relative job demands, each applicant's:

### **ALL LEVELS:**

Knowledge of:

1. Principles, practices, and trends of public and business administration, including management and support staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas.
2. Principles and practices of employee supervision, development, and training.
3. Program management
4. Formal and informal aspects of the legislative process.
5. The administration and department's goals and policies.
6. Governmental functions and organization at the State and local level.
7. Department's Affirmative Action Program objectives
8. A manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to:

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.
2. Develop and evaluate alternatives.

3. Analyze data and present ideas and information effectively both orally and in writing.
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
5. Gain and maintain the confidence and cooperation of those contacted during the course of work.
6. Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies.
7. Manage a complex Staff Services program.
8. Establish and maintain project priorities.
9. Develop and effectively utilize all available resources.
10. Effectively contribute to the department's affirmative action objectives.

Special Personal Requirements:

1. Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

## ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the Staff Services Manager 2 (Managerial) and Staff Services Manager 2 (Supervisory) classifications 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.

Veteran 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 are not granted for examinations administered on an Open basis or Promotional basis.

## 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 online [Training and Experience Evaluation](#) for the Staff Services Manager 2 (Supervisory) and Staff Services Manager 2 (Managerial) classifications.

## 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)

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## 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.