



## **Staff Services Manager 3**

Class Code: 4802 - Exam Code: 9PB17

Departments: Board of Equalization  
California Arts Council  
California Children & Families Commission  
California Debt Advisory Commission  
California Environmental Protection Agency  
California Exposition and State Fair  
California Gambling Control Commission  
California Health Benefit Exchange  
California Highway Patrol  
California Housing Finance Agency  
California Prison Health Care Services  
California State Lottery  
California Student Aid Commission  
California Technology Agency  
Commission on Teacher Credentialing  
Department of Alcohol and Drug Programs  
Department of Business Oversight  
Department of Child Support Services  
Department of Consumer Affairs  
Department of Corrections & Rehabilitation  
Department of Developmental Services  
Department of Education  
Department of Fair Employment & Housing  
Department of Finance  
Department of Fish and Wildlife  
Department of Food & Agriculture  
Department of Forestry & Fire Protection  
Department of General Services  
Department of Health Care Services  
Department of Housing & Community Development  
Department of Human Resources  
Department of Industrial Relations  
Department of Insurance  
Department of Justice  
Department of Managed Health Care  
Department of Parks & Recreation  
Department of Personnel Administration  
Department of Pesticide Regulation  
Department of Public Health  
Department of Real Estate  
Department of Rehabilitation

Department of Resources Recycling and Recovery  
Department of Social Services  
Department of State Hospitals  
Department of Toxic Substances Control  
Department of Veterans Affairs  
Department of Water Resources  
California Governor's Office of Emergency Services  
Employment Training Panel  
Fair Political Practices Commission  
Health & Human Resources Agency  
Managed Risk Medical Insurance Board  
Military Department  
Office of Systems Integration  
Office of Statewide Health Planning & Development  
Office of Traffic Safety  
Public Employees Retirement System  
Public Utilities Commission  
State Air Resources Board  
State Compensation Insurance Fund  
State Teachers Retirement System  
State Water Resources Control Board  
Victim Compensation & Government Claims Board  
California State Auditor's Office  
Board of State and Community Corrections  
California High Speed Rail Authority  
State Controller's Office  
State Coastal Conservancy  
California Prison Industry Authority  
Department of Community Services & Development  
Board of State and Community Corrections  
California Energy Commission (State Energy Resource  
Conservation & Development Commission)  
Secretary of State

Opening Date: 12/31/2009 9:35:00 AM  
Final Filing Date: Continuous  
Type of Examination: Multi-Departmental Open

## **EEO**

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.

## **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 9 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**

\$7088.00 - \$8048.00

#### **ELIGIBLE LIST INFORMATION**

An open, merged 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**

EITHER 1

One year of experience in the California state service performing the duties of a Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial).

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 Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial).

AND

Current employment in a class with a level of responsibility not less than that of Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial).

OR 3

Two years of experience in the California state service performing the duties of a Staff Services Manager 1.

OR 4

Experience: Five 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 two years of which must have been in a supervisory capacity. [Experience in the California state service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial).] (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**

A Staff Services Manager 3 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, policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of 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 Manager 3's are responsible for the effective resolution 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 3 has full management and supervisory responsibility in charge of a major Staff Services function.

## **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:

1. Principles, practices, and trends of public and business administration, including management and supportive 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 Characteristics:

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

### 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: Selection Services  
1515 S Street, North Bldg., Ste. 400  
Sacramento, CA 95811

1-866-844-8671  
California Relay Service (7-1-1)  
Telecommunications Device for the Deaf (TTY) (916) 654-6336

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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 [Staff Services Manager 3 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 at <http://jobs.ca.gov/Public/Jobs/Veterans.aspx>, and the Department of Veterans Affairs.

**Bulletin Revision Date: 9/12/16**

## **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 Qualifications and Appraisal Examination.](#)**