



## **PROGRAM MANAGER I AND II, DEPARTMENT OF CONSUMER AFFAIRS**

**Agency: 4299 Class Code: 6842 Exam Code: 0PB18**

This multi-level examination is for:

**4299-6842-0PB18 PROGRAM MANAGER I, DEPARTMENT OF CONSUMER AFFAIRS**  
**4299-6843-0PB18 PROGRAM MANAGER II, DEPARTMENT OF CONSUMER AFFAIRS**

<b>Department(s):</b>	Department of Consumer Affairs
<b>Opening Date:</b>	6/21/2010 3:50:00 PM
<b>Closing Date:</b>	Continuous
<b>Type of Examination:</b>	Departmental Open
<b>Salary:</b>	<b>MONTHLY-RANGED-SALARY – Program Manager I: \$6,658.00 - \$7,900.00</b> <b>Program Manager II: \$7,706.00 - \$8,756.00</b>
<b>Employment Type:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	State-wide

### **EEO**

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

### **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?**

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

## **FILING INSTRUCTIONS**

Final File Date: Continuous

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

## **SALARY INFORMATION**

Program Manager I, Department of Consumer Affairs - \$6,658.00 - \$7,900.00

Program Manager II, Department of Consumer Affairs - \$7,706.00 - \$8,756.00

## **ELIGIBLE LIST INFORMATION**

An OPEN, MERGED eligible list will be established by the Department of Consumer Affairs. The names of successful competitors will be merged onto the eligible list in order of final scores 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 announcement.

## **MINIMUM QUALIFICATIONS**

### **PROGRAM MANAGER I, DEPARTMENT OF CONSUMER AFFAIRS**

#### **EITHER I**

One year of experience in the California state service performing the duties of a Program Representative III (Specialist/Supervisor), Department of Consumer Affairs. Or

Two years of experience in the California state service performing the duties of a Program Representative II (Specialist), Department of Consumer Affairs.

#### **OR II**

Four years of experience as an administrator in a program of consumer protection or vehicle pollution inspection and maintenance. [Experience in California state service applied toward this requirement must include at least one year performing the duties of a class at a level of responsibility equivalent to that of Program Representative III (Specialist/Supervisor), Department of Consumer Affairs.] (Education in a public administration, business administration, or engineering curriculum may be substituted for up to two years of the required general administrative experience on the basis of two years' education being equivalent to one year of general administrative experience.)

## **PROGRAM MANAGER II, DEPARTMENT OF CONSUMER AFFAIRS**

### **EITHER I**

One year of experience in the California state service performing the duties of a Program Manager I, Department of Consumer Affairs; or two years of experience in the California state service performing the duties of a Program Representative III (Specialist/Supervisor), Department of Consumer Affairs.

### **OR II**

Five years of experience as an administrator in a program of consumer protection or vehicle pollution inspection and maintenance. (Experience in the California state service applied toward this requirement must include at least one year performing the duties of a class at a level of responsibility equivalent to that of Program Manager I, Department of Consumer Affairs.) (Education in a public administration, business administration, law enforcement or engineering curriculum may be substituted for up to two years of required general administrative experience on the basis of two years' education being equivalent to one year of general administrative experience.)

## **POSITION DESCRIPTION**

### **PROGRAM MANAGER I, DEPARTMENT OF CONSUMER AFFAIRS**

This class, under general direction, is responsible for the administration of program activities within the Department of Consumer Affairs within a medium to large geographic district. Incumbents plan, organize, direct and evaluate the work and staff in a function/program area or geographic district; provide technical and program consultation to management; confer with other managers and staff to assure a uniform program; confer with local air quality district, local industry and consumer organizations, and other groups to assure that consideration is given to their interests; assist in the formulation of policy and in the development and maintenance of standards and guidelines; assist in interpreting the Department's programs to public, industry, professional, and community organizations and groups; represent the Department at meetings concerned with automotive repair consumer problems; establish and maintain cooperative relations with licensees, consumers, and other persons in connection with work of the Department; prepare correspondence and technical reports; prepare and present budget requests.

### **PROGRAM MANAGER II, DEPARTMENT OF CONSUMER AFFAIRS**

This class, under general direction, is responsible for the administration of field operations activities within the Department of Consumer Affairs on a statewide basis. Incumbents plan, organize, direct and evaluate the work and staff in a function/program area or geographic district; provide technical and program consultation to management; confer with other managers and staff to assure a uniform program; confer with local air quality district, local industry and consumer organizations, and other groups to assure that consideration is given to their interests; assist in the formulation of policy and in the development and maintenance of standards and guidelines; assist in interpreting the Department's programs to public, industry, professional, and community organizations and groups; represent the Department at meetings concerned with automotive repair consumer problems; establish and maintain cooperative relations with licensees, consumers, and other persons in connection with work of the Department; prepare correspondence and technical reports; prepare and present budget requests.

## **EXAMINATION INFORMATION**

Online Training & Experience - Weighted 100%

The examination will consist of a Training and Experience Evaluation, which is the sole

component of the Program Manager I, Department of Consumer Affairs and Program Manager II, Department of Consumer Affairs, exam. To obtain a position on the eligible list, a minimum score of 70% must be attained. An applicant will receive his/her score upon completion of the Training & Experience Evaluation.

[Click here for the exam questions.](#)

## KNOWLEDGE AND ABILITIES

Knowledge, Skill, Ability and Personal Characteristics (KSAPCs) for the Program Manager I & II

Knowledge of:

1. California State laws and administrative regulations pertaining to consumer protection.
2. regulatory requirements, legislation, statutes, and codes (e.g., Business and Professions Code, California Code of Regulations, Vehicle Code, Penal Code, Health and Safety Code) regarding automotive operations, repair and maintenance.
3. Bureau of Automotive Repair's (BAR) programs and branches (e.g., Consumer Assistance, Field Operations and Enforcement, Enforcement Planning and Oversight, Vehicle Documentation and Laboratories).
4. Department of Consumer Affairs' (DCA) policies, procedures and manuals (e.g., Equal Opportunity Policy, Contract Manual).
5. Industry acronyms, abbreviations, pictographs, symbols, wiring diagrams, weights, and measures to aid in one's understanding of the automotive industry.
6. Motor vehicles and their maintenance standards requirements (e.g., emissions, sheet metal, painting, auto body) to aid in the effective management of automotive related programs.
7. Management/supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.
8. Industry standards to aid in the effective management of consumer protection and related programs.
9. Collective bargaining agreements and Department of Personnel Administration's (DPA) laws and rules to ensure compliance.
10. Industry standards for the diagnosis and repair of automobiles.
11. The Progressive Discipline process to correct/improve employee performance/behavior or address issues of unsatisfactory performance.
12. The recruitment process to hire and retain exemplary staff.

Ability to:

1. Apply current automobile manufacturer information and specifications for consumer complaint investigations, administrative actions, and consumer assistance requests.
2. Interpret and apply laws, regulations, and codes to provide technical information in a meaningful manner to persons of varying backgrounds.
3. Perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages) to prepare various program and project reports and summaries.
4. Prepare clear and concise technical documents for audiences with varying levels of understanding.
5. Manage projects or assignments without close supervision or detailed instructions.
6. Compile, maintain, and monitor records to ensure accuracy of consumer and industry data and support program information.
7. Negotiate and assure the cooperation of individuals, organizations, and agencies affected by the Department of Consumer Affairs' (DCA) programs.
8. Effectively apply management and leadership principles and techniques within the work group to ensure a productive, professional working environment and to provide for

- efficient completion of work tasks and assignments.
9. Delegate work assignments at an appropriate level of responsibility to subordinate employees in order to complete work assignments and projects.
  10. Use proper grammar, punctuation, and spelling when preparing written reports, records, and other documents to ensure information is clearly presented and understood by others.
  11. Analyze situations and data accurately and thoroughly to determine and implement effective and appropriate, courses of action.
  12. Interpret and apply laws, regulations, and codes to provide technical information in a meaningful manner to persons of varying backgrounds.
  13. To secure the cooperation of individuals, organizations, and agencies affected by the Department of Consumer Affairs (DCA) programs.
  14. Testify in court as an expert witness in support of investigative findings.
  15. Monitor the work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.
  16. Recognize the need develop and train staff.

#### Additional Knowledge, Skills Abilities, and Personal Characteristics (KSAPCs) for the Program Manager II

##### Knowledge of:

1. The Administrative Procedures Act (APA) for program administration.
2. Quality control measures (e.g., survey, report data, statistics, case tracking) to ensure timeliness and accuracy of products and services.
3. The Budget Change Proposal (BCP) process to obtain approval and secure funding for resources.

##### Ability to:

1. Make formal presentations to individuals or groups to communicate information and educate others.

#### **VETERANS' PREFERENCE**

Veterans' Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 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 of this examination.

#### **CONTACT INFORMATION**

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

California Department of Human Resources  
Attn: Examination Services  
1515 S Street  
Sacramento, CA 95811

Phone: 1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

#### DISCLAIMER

Please click on the link below to review the official CalHR class specification:

<http://www.calhr.ca.gov/state-hr-professionals/pages/6842.aspx>

#### GENERAL INFORMATION

**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 Department of Consumer Affairs** 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/or contact the testing department.

**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.

**Veterans' Preference :** Effective January 1, 2014, in accordance with Government Code 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 the Department of Veterans Affairs.

## 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 apply online for the examination.](#)