



Information Officer 1 and 2 Series

Agency Code: 7500 Class Code: 5601 Exam Code: PB311

Information Officer 1 (Specialist)

Information Officer 1 (Supervisor)

Information Officer 2

Department(s): Board of Equalization
Board of Governors, California Community Colleges
CalEPA
California Correctional Health Care Services
California Earthquake Authority
California Governor's Office of Emergency Services
California Highway Patrol
California State Lottery
California Student Aid Commission
Delta Protection Commission
Delta Stewardship Council
Department of Alcoholic Beverage Control
Department of Consumer Affairs
Department of Corrections & Rehabilitation
Department of Food and Agriculture
Department of Forestry & Fire Protection
Department of General Services
Department of Health Care Services
Department of Health and Human Services
Department of Human Resources
Department of Industrial Relations
Department of Insurance
Department of Justice
Department of Managed Health Care
Department of Motor Vehicles
Department of Public Employees Retirement System
Department of Public Health
Department of Rehabilitation
Department of Resources Recycling & Recovery
Department of Social Services
Department of State Hospitals
Department of State Teachers Retirement System
Department of Technology
Department of Toxic Substances Control

Department of Transportation
Department of Veterans Affairs
Department of Water Resources
Employment Development Department
Fair Political Practices Commission
Financial Information Systems for California
Franchise Tax Board
Military Department
Office of Legislative Counsel
Office of State Controller
Public Utilities Commission
State Air Resources Board
State Compensation Insurance Fund
State Energy Resource Conservation & Development
Commission
State Personnel Board/Statewide
State Treasurer's Office
State Water Resources Control Board

Opening Date: 1/5/2012 1:40:00 PM
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 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

Information Officer 1 (Specialist) \$4600.00 - \$5758.00
Information Officer 1 (Supervisor) \$4488.00 - \$5618.00
Information Officer 2 \$5553.00 - \$6901.00

ELIGIBLE LIST INFORMATION

A 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

INFORMATION OFFICER 1 (SPECIALIST)

Either I

One year of experience in the California state service performing duties equivalent to those of an Assistant Information Officer.

Or II

Experience: Four years of successful experience in writing, reporting or editing for a newspaper, new service, radio or television station, or magazine, or in a position having major duties in the area of public relations or public information and involving communicating to the public. The experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself.

AND

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted

for the required education on a year-for-year basis.

INFORMATION OFFICER 1 (SUPERVISOR)

Either I

One year of experience in the California state service performing duties equivalent to those of an Assistant Information Officer.

Or II

Experience: Four years of successful experience in writing, reporting or editing for a newspaper, news service, radio or television station, or magazine, or in a position having major duties in the area of public relations or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself.

AND

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

INFORMATION OFFICER 2

Either I

Two years of experience in the California state service performing duties equivalent to those of an Information Officer I.

Or II

Experience: Broad and successful experience which has demonstrated the ability to plan and direct a comprehensive public information program. This must have included at least five years' professional experience in preparing and disseminating information, a substantial part of which also included supervising the writing of others. Writing experience, while an integral part of the above, will not be considered qualifying in itself.

AND

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

TYPICAL TASKS

Information Officer 1 (Specialist)

Plans, writes, edits, and otherwise prepares more complicated information material for dissemination through all major means of communication; disseminates such information material through appropriate channels; prepares replies to difficult and complicated correspondence, including letters for signature by superiors; plans exhibits; provides writing editing and advisory service to other agency officials; acts as a spokesperson for the agency before public groups, to the news media, and to individuals who inquire regarding the agency's activities; arranges participation of other agency officials as speakers before public groups, or on radio and television newscasts or other programs; collects, evaluates and distributes information from outside sources to the agency's staff.

Information Officer 1 (Supervisor)

Plans, writes, edits, and otherwise prepares more complicated information material for dissemination through all major means of communication; disseminates such information material through appropriate channels; prepares replies to difficult and complicated correspondence, including letters for signature by superiors; plans exhibits; provides writing editing and advisory service to other agency officials; acts as a spokesperson for the agency before public groups, to the news media, and to individuals who inquire regarding the agency's activities; arranges participation of other agency officials as speakers before public groups, or on radio and television newscasts or other programs; collects, evaluates and distributes information from outside sources to the agency's staff; and in larger agencies supervises work of one of more Assistant Information Officers.

Information Officer 2

Analyzes the extent of public understanding of the program administered by the agency and determines the need for further public information and education activity; establishes the objectives of the agency's information program and develops and actuates the techniques and procedures to accomplish these objectives; directs a staff in the conduct of the program; evaluates its effectiveness and recommends appropriate changes; coordinates and evaluates the information and education activities of the agency's field personnel; meets with top management and advises on any public relations implication of proposed actions; attends staff conferences at top management level as a regular participating member; contacts individuals and members of interested organizations to keep them informed of the agency's activities; makes speeches before various groups; promotes the knowledge and use of the agency's services; performs to the extent required any or all of the typical tasks of an Information Officer I

DISTINGUISHING CHARACTERISTICS

Information Officer 1 (Specialist)

An Information Officer I is differentiated from an Information Officer II by the agency's program and by the level of responsibility delegated.

In an agency with a complex and extensive information program directed by an Information Officer II, an Information Officer I (Specialist) may be responsible for a wide range of general assignments (as designated under Typical Tasks), or for a major segment of the total information program, or for an assigned geographical area. In an agency not utilizing an Information Officer II, and Information Officer I (Specialist) may have full responsibility for the conduct of the information program.

Information Officer 1 (Supervisor)

An Information Officer I is differentiated from an Information Officer II by the agency's program and by the level of responsibility delegated.

In an agency with a complex and extensive information program directed by an Information Officer II, an Information Officer I (Supervisor) may be responsible for a wide range of general assignments (as designated under Typical Tasks), or for a major segment of the total information program, or for an assigned geographical area. In an agency not utilizing an Information Officer II, and Information Officer I (Supervisor) may have full responsibility for the conduct of the information program and supervises a small staff.

Information Officer 2

An Information Officer II is delegated full responsibility for all aspects of information activities in an agency that meets one or more of these criteria; its program either directly affects a large and heterogeneous public, or it affects a public with strong personal interests in its administration; it usually has economic, political, or social implications of considerable impact; it often elicits continuous interest and critical review by political bodies of interest groups; administration of its program is often subject to question, misconceptions, and conflicting views.

An Information Officer II reports directly to top management who rely upon the incumbent for advice on good public relations consistent with overall goals; develops special channels for earning public or specific group support; may appear as agency spokesperson before large groups; frequently supervises professional, technical and clerical subordinates.

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

Information Officer 1 (Specialist)

Knowledge of:

1. Techniques of preparing, producing and disseminating information, utilizing all major media of communication, principles and techniques of establishing and maintaining good relations with news media and other public groups.
2. California State Government and principles of public administration.

Ability to:

1. Write, edit, and prepare for publication or reproduction news releases, magazine articles,

correspondence, booklets, brochures, pamphlets, magazines, reports, speeches, scripts for radio, television or motion pictures, and other information material.

2. Speak effectively.
3. Analyze data, assume responsibility for the administration of a public information program.

Information Officer 1 (Supervisor)

Knowledge of:

1. Techniques of preparing, producing and disseminating information, utilizing all major media of communication, principles and techniques of establishing and maintaining good relations with news media and other public groups; California State Government and principles of public administration, a general familiarity with affirmative action concepts including goals/timetables, reasonable accommodation, focused recruitment and the role of a supervisor or manager in carrying out an Affirmative Action Program.

Ability to:

1. Write, edit, and prepare for publication or reproduction news releases, magazine articles, correspondence, booklets, brochures, pamphlets, magazines, reports, speeches, scripts for radio, television or motion pictures, and other information material.
2. Speak effectively.
3. Analyze data.
4. Supervise the work of others.
5. Assume responsibility for the administration of a public information program.
6. Effectively contribute to the department's affirmative action objectives.

Information Officer 2

Knowledge of:

1. Methods used to determine needs for public information and education.
2. Techniques of preparing, producing and disseminating information, utilizing all major media of communication.
3. Principles and techniques of establishing and maintaining good public relations.
4. California State Government.
5. Principles of public administration.
6. Effective supervision.
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 Program and the processes available to meet affirmative action objectives.

Ability to:

1. Organize and direct a statewide program of public information and education.
2. Write effectively.
3. Analyze data.

4. Supervise the work of an information staff.
5. Stimulate interest in an agency's program and secure the cooperation of diverse groups in conducting that program.
6. Understand and effectively carry out State Departmental equal employment opportunity and affirmative action policies.

ADDITIONAL DESIRABLE QUALIFICATIONS:

Training or experience developing skills in management or public administration, including budgeting skills.

SPECIAL PERSONAL CHARACTERISTICS

Information Officer I (Specialist)

Appreciation of news values, ability to analyze situations accurately and adopt effective courses of action; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; appreciation of the need to inform and educate the public on various phases of an agency's program; ability to establish and maintain cooperative working relations with the news media and other public groups; ability to gain and hold the confidence and respect of those contacted in the work.

Information Officer 1 (Supervisor)

Appreciation of news values; ability to analyze situations accurately and adopt effective courses of action; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; appreciation of the need to inform and educate the public on various phases of an agency's program; ability to establish and maintain cooperative working relations with the news media and other public groups, ability to gain and hold the confidence and respect of the contacted in the work.

Information Officer 2

Appreciation of news value, ability to analyze situations accurately and adopt or recommend for adoption by top management an effective course of action; ability to gain the confidence of respect of persons contacted in the work; ability to establish and maintain cooperative working relations with the news media and other public groups; emotional stability under stress; application of the need to inform and educate the public on various phases of an agency's program.

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
Sacramento, CA 95811

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.

GENERAL INFORMATION

Applications are available at 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 at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

Bulletin Revision Date: August 29, 2016

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.](#)