



## **SUPERVISING PROGRAM TECHNICIAN 2**

Class Code: 9925 - Exam Code: 2PB33-01

## **SUPERVISING PROGRAM TECHNICIAN 3**

Class Code: 9926 - Exam Code: 2PB33-02

Departments: California Health Benefits Exchange (Covered California)  
California State Lottery  
Department of Alcoholic Beverage Control  
Department of Consumer Affairs  
Department of Forestry and Fire Protection (CALFIRE)  
Department of Housing and Community Development  
Department of Justice  
Department of Public Health  
Department of Social Services  
Department of Toxic Substances Control  
Department of Veterans Affairs  
Employment Development Department  
Parks and Recreation  
Secretary Of State  
State Compensation Insurance Fund

Opening Date: 03/15/2013  
Final Filing Date: Continuous  
Type of Examination: Multi-Departmental Open  
Salary: MONTHLY-RANGED-SALARY  
SPT2 - \$3,307 - \$4,141  
SPT3 - \$3,761 - \$4,712  
Tenure/Time-base: Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-time  
Limited Term Part-time  
Limited Term Intermittent

### **INTRODUCTION**

Covered California, also known as the California Health Benefit Exchange, continues to have multiple vacancies in the Program Technician Series (Program Technician 2 and 3 and Supervising Program Technician 3) within the Sacramento and Fresno regions. Bilingual positions are also available for Spanish, Chinese, Hmong, Tagalog, Cantonese, Mandarin, Korean, Vietnamese, Russian, Armenian, Farsi, and Arabic speakers.

### **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 examination. **Once you have taken the examination, you may not reapply for (12) 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 the California Department of Human Resources, Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

## SALARY INFORMATION

**MONTHLY-RANGED-SALARY** Supervising Program Technician 2 - \$3,307 - \$4,141  
Supervising Program Technician 3 - \$3,761 - \$4,712

## ELIGIBLE LIST INFORMATION

An open merged list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of date. **Eligibility expires 12 months after it is established.** Competitors may only take the Training and Experience Examination once during any 12 month period.

## 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

### SUPERVISING PROGRAM TECHNICIAN 2

#### EITHER 1:

In the California state service: (a) One year of experience performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician 1, or two years of experience performing duties equivalent in level of responsibility to the class of Program Technician.

#### OR 2

Three years of experience in a governmental or private agency performing duties with program responsibility equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Supervising Program Technician 1.

### SUPERVISING PROGRAM TECHNICIAN 3

#### EITHER 1:

In the California state service, either: (a) one year of experience performing duties equivalent in level of

responsibility to the class of Supervising Program Technician 2 or Program Technician 3; or (b) two years of experience performing duties equivalent in level of responsibility to the class of Program Technician 2 or Supervising Program Technician 1.

## **OR 2**

Four years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in level of responsibility to the California state service class of Supervising Program Technician 2.)

## **POSITION DESCRIPTION**

**Supervising Program Technician 2-** This is the second supervisory level in this series. Under general direction, incumbents train new employees; plan, organize, and direct the work of a small unit comprised mainly of Program Technicians 2 and may include lower level Program Technicians and personally perform the most complex work.

**Supervising Program Technician 3-** This is the full supervisory level in this series. Incumbents are responsible for planning, organizing, and directing a large unit of Program Technicians and may also supervise lower-level Supervising Program Technicians.

## **EXAMINATION INFORMATION**

TRAINING AND EXPERIENCE EVALUATION-Weighted 100%

The examination will consist of 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 view the Training and Experience Evaluation.](#)

## **KNOWLEDGE AND ABILITIES**

Supervising Program Technician 2 and Supervising Program Technician 3:

### **Knowledge of:**

- 1) Standard filing procedures (alphabetical, numerical, categorical, etc.) to complete process.
- 2) Personal computer software to create, save, and retrieve documents and folders.
- 3) Word processing software applications to prepare correspondence, reports and formal documents (e.g., font, paragraphs, border, and headings).
- 4) The use of the internet to conduct research and obtain information related to programs and projects.
- 5) Electronic mail and calendaring to respond to inquiries, communicate with others, and schedule meetings.
- 6) Standard office policies and procedures to ensure department requirements are met.
- 7) Notification processes to properly and timely inform parties of debt, missing documentation, and other actions.
- 8) Mailing procedures to ensure proper packaging and handlings of materials of all kinds and within procedural guidelines.
- 9) Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and error - free.
- 10) Conflict resolution techniques to resolve conflicts among staff and co-workers.

- 11) The principles and practices of employee supervision, development, and training to manage assigned staff.
- 12) Performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
- 13) Leadership principles and methods to motivate and maintain the productivity of employees in accomplishing program objectives.
- 14) A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet the equal employment opportunity objectives.
- 15) Collective bargaining agreements to ensure compliance with employee operations.
- 16) Occupational Safety and Health Administrative (OSHA) guidelines to ensure employee safety in the workplace.
- 17) Various employee benefit programs (e.g. Family Medical Leave Act, Employee Assistance Programs) to provide referrals and assist staff.
- 18) The steps of the progressive discipline to document and correct employees performance issues and employee misconduct.
- 19) Provide guidance and direction to first or second line supervisors to assist subordinate supervisors with directing and managing staff.
- 20) Health and safety procedures within the work environment (including emergency procedures) to ensure the safety of all persons during adverse situations.
- 21) Resources available to supervisors within the department to assist with personnel issues.

**Ability to:**

1. Use and operate a variety of basic office equipment (e.g., telephones, copiers, and fax machines) in the course of completing assigned work tasks.)
2. Organize information from various sources in a semantically or categorically functional order.
3. Maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy.)
4. Learn how to use new equipment and machinery following standard safety procedures.
5. Learn new software programs and technology devices.
6. Learn, interpret and apply laws, rules, regulations, procedures and policies.
7. Read, correspondence and assess importance in relation to formality, nature, pertinence (deadlines) and source.
8. Read and comprehend technical documents (e.g., reports, manuals, policies, procedures, standards and regulations.)
9. Analyze written materials and determine their validity, accuracy, and completeness.
10. Read various forms and templates to ensure proper completion.
11. Review and edit memos, policies, procedures and letters for proper content, format, grammar, punctuation, and sentence structure.
12. Communicate information and ideas in writing in a clear, articulate manner using tone, vocabulary, and grammar appropriate to the audience.

13. Write technical documents in a clear and concise manner.
14. Communicate orally in a courteous, professional manner to a variety of individuals (e.g., co-workers, management, clients, the public) in order to exchange information.
15. Establish and maintain cooperative relationships with employees, management, staff personnel from other State agencies, consultants, and/or the public.
16. Use tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others (e.g. departmental employees, the public, representatives of other State agencies) to convey information in a professional manner.)
17. Accept constructive criticism regarding work products and practices in order to continually improve work performance.
18. Represent the departmental in a professional manner, maintaining the proper role in responding to the public.
19. Make oral presentation in a group setting, taking into account the audience and nature of the information, to communicate information in a variety of settings (e.g., trainings, meetings).
20. Facilitate meetings with staff to communicate and exchange information.
21. Make recommendations regarding program activities based on available information and business needs.
22. Determine appropriate jurisdictional responsibility pertaining to a specific program.
23. Think critically using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
24. Learn knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment to understand its implications and apply lessons to current and future problem solving and decision-making.
25. Perform basic mathematics (e.g., multiplication, division, addition, and subtraction) calculations with speed and accuracy.
26. Conduct basic research to locate, collect, and compile information needed to answer questions or complete assignments.
27. Compare information from a variety of sources to apply laws or rules, determine compliance, or ensure consistency.
28. Follow written and oral directions given by management to ensure work is completed per their instructions.
29. Interpret numerical data in a variety of formats, including tables, charts, and graphs.
30. Pay close attention to detail in order to perform work in an accurate and thorough manner.
31. Work independently to meet work deadlines with minimal supervision.
32. Work under stressful or adverse conditions (e.g. tight deadlines, work overload), ensuring job tasks are completed by self and others.
33. Take initiative in identifying work that needs to be completed to continuously improve program and maintain productivity.
34. Prioritize multiple assignments for self and others while maintaining a high level of productivity.
35. Be flexible with time, assignments, and people to accommodate work priorities and remain open to

different work methods.

36. Organize materials, assignments, and activities in a methodical fashion to manage staff workloads and ensure staff productivity.
37. Manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
38. Review technical and detailed work of others to ensure a high rate of accuracy.
39. Fairly and appropriately delegate and monitor work assignments to appropriate levels of staff to ensure quality, quantity, and timeliness standards.

## VETERANS' PREFERENCE

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 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, North Building, Suite 400  
Sacramento, CA 95811  
(866) 844-8671

California Relay (Telephone) 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.

## 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.

**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 [CalHR Veterans' Information](#), and the Department of Veterans Affairs.

#### **TAKING THE EXAM**

**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 Online System for Supervising Program Technician 2 and 3 Examination\(s\)](#)**