



## Office Technician Series (LEAP)

Agency Code: 7500 - Exam Code: 6PB48

This multi-level examination is for:

Class Code: 1138 LEAP OFFICE TECHNICIAN (GENERAL)

Class Code: 1139 LEAP OFFICE TECHNICIAN (TYPING)

Department(s):	State Personnel Board/Statewide
Opening Date:	9/24/2009 11:15:00 AM
Final File Date:	Continuous
Cut-off Date:	7/7/2015
Type of Examination:	SERVICEWIDE OPEN
Salary:	MONTHLY-RANGED-SALARY - \$2,638.00 to \$3,264.00
Tenure/Time-base:	Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

### INTRODUCTION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year.

For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following Websites: [www.spb.ca.gov](http://www.spb.ca.gov) or [www.dor.ca.gov](http://www.dor.ca.gov).

### EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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?

Those who meet all of the following criteria: 1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and** 2) Individuals with a Limited Employment Assistance Program (LEAP) certification from the State Department of Rehabilitation, **and** 3) Individuals who have not taken this examination in the past 18 months, **and** 4) Individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain and complete a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 558-5300, TTY (916) 558-5302 or online at [www.dor.ca.gov](http://www.dor.ca.gov).

## FILING INSTRUCTIONS

**Final File Date:** Continuous

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

**Testing Period:** The testing period for this classification is 18 months. You may not test for this classification more than once in a testing period. Eligibility expires 24 months after it is established. Competitors must then retake the Readiness Evaluation to reestablish eligibility.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements please call:

State Personnel Board  
Examination and Selection Services Section  
1-866-844-8671

Telecommunications Device for the Deaf (TTY) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: From TTY phones: 1(800) 735-2929, for voice phones: 1(800) 735-2922.

## ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the State Personnel Board for use by other State agencies. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date.

## 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

### OFFICE TECHNICIAN (GENERAL)

#### EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### OR II

**Experience:** Two years of clerical experience. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

### OFFICE TECHNICIAN (TYPING)

#### EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

#### OR II

**Experience:** Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

## POSITION DESCRIPTION

**An Office Technician (General) and (Typing)** is the advanced journey level of the clerical classes. Incumbents perform a variety of the most difficult duties and are expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

**An Office Technician (Typing)** position is distinguished from other clerical classes by being regularly required to perform typing duties as an essential part of the job which may include any combination of general office duties. Typically, typing encompasses a significant portion of the work time.

## EXAMINATION INFORMATION

The examination consists of a 100% readiness training and experience evaluation. Candidates must receive a score of 70% or more in order to be placed on the employment list.

## KNOWLEDGE AND ABILITIES

**Knowledge of:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**Ability to:** Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

## SCOPE OF EXAMINATION

The examination will include questions to evaluate your:

A. Knowledge of:

1. Modern office methods, supplies and equipment.
2. Business English and correspondence.
3. Principles of effective training.

B. Ability to:

1. Perform difficult clerical work, including ability to spell correctly.
2. Use proper English.
3. Make arithmetical computations.
4. Operate various office machines.
5. Follow oral and written directions.
6. Evaluate situations accurately and take effective action.
7. Read and write English at a level required for successful job performance.
8. Make clear and comprehensive reports and keep difficult records.
9. Meet and deal tactfully with the public.
10. Apply specific laws, rules and office policies and procedures.
11. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
12. Communicate effectively.
13. Provide functional guidance.

## VETERANS' PREFERENCE POINTS

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credits.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination, because it does not meet the requirements to qualify for Career Credits.

## DISTINGUISHING CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

## ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

## CONTACT INFORMATION

If you have any questions concerning this announcement, please contact an SPB Representative at the State Personnel Board,

Examination Services Unit  
801 Capitol Mall, Sacramento, CA 95814  
(866) 844-8671, TDD (916) 654-6336.

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922.  
TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

## SPECIAL REQUIREMENTS

### OFFICE TECHNICIAN (TYPING)

Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, 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 State Personnel Board** 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 Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

## TAKING THE EXAM

**When you click the link below, you will be directed to the Readiness Evaluation. At the end of the Readiness Evaluation, it will be instantly scored.**

**[Click here to go to the Readiness Evaluation for Office Technician Series \(LEAP\).](#)**