

**\*\* This is only a preview of the Training and Experience Evaluation. To take the actual examination, please refer back to the bulletin and click on the “Click here to go to the Training and Experience Evaluation for Housing and Community Development Rep 1 and 2.” link. \*\***

## **Housing and Community Development Representative I & II**

# **Department of Housing and Community Development**

## **Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Department of Housing and Community Development’s Housing and Community Development Representative I and II examination consists of a Training and Experience evaluation used to evaluate your education, training, and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

---

---

**Section 1: Core Tasks**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

<b>ITEM #</b>	<p><b>Knowledge related to performing this action:</b></p> <p><b>Extensive knowledge</b>—I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.</p> <p><b>Substantial knowledge</b>—I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate knowledge</b>—I possess a sufficient knowledge level that would allow me to perform this task successfully.</p> <p><b>Limited knowledge</b>—I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No knowledge</b>—I have no knowledge of how to perform this task or what it may entail.</p>
1.	Reviewing materials to ensure they are consistent with rules, guidelines, or regulations.
2.	Explaining rules, regulations, or processes to promote understanding and/or provide assistance.
3.	Participating in special projects or on teams to improve work processes or customer service.
4.	Analyzing information to make recommendations for the increased effectiveness and efficiency of programs or procedures.
5.	Assisting in the organization of meetings, workshops, conferences, and/or presentations.

<b>ITEM #</b>	<p><b>Knowledge related to performing this action:</b></p> <p><b>Extensive knowledge</b>—I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.</p> <p><b>Substantial knowledge</b>—I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate knowledge</b>—I possess a sufficient knowledge level that would allow me to perform this task successfully.</p> <p><b>Limited knowledge</b>—I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No knowledge</b>—I have no knowledge of how to perform this task or what it may entail.</p>
6.	Writing memos, letters, or correspondence to communicate with internal or external audiences.
7.	Reviewing written documents to ensure proper content, consistency, completeness, and accuracy.
8.	Coordinating project activities (e.g., review reports, provide assistance, respond to questions, or review and approve requests).

**Section 2: Core Knowledge and Abilities**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

<b>ITEM #</b>	<p><b>Experience applying this knowledge or ability:</b></p> <p><b>Extensive Education, Training, and/or Experience</b>—I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.</p> <p><b>Substantial Education, Training, and/or Experience</b>—I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.</p> <p><b>Moderate Education, Training, and/or Experience</b>—I have moderate education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>Minimal Education, Training, and/or Experience</b>—I have limited education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>No Education, Training, and/or Experience</b>—I have no education, training, and/or experience relevant to this knowledge or ability.</p>
9.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
10.	Ability to use Microsoft Office software (e.g., Outlook, Word, Excel, and PowerPoint).
11.	Ability to establish and maintain cooperative working relationships with management, staff, or internal or external audiences.
12.	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of diverse populations.
13.	Ability to read and comprehend various technical documents (e.g., policies, procedures, regulations, reports, contracts, manuals).
14.	Ability to identify information, materials, and resources needed to complete a project or assignment.

<b>ITEM #</b>	<p><b>Experience applying this knowledge or ability:</b></p> <p><b>Extensive Education, Training, and/or Experience</b>—I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.</p> <p><b>Substantial Education, Training, and/or Experience</b>—I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.</p> <p><b>Moderate Education, Training, and/or Experience</b>—I have moderate education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>Minimal Education, Training, and/or Experience</b>—I have limited education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>No Education, Training, and/or Experience</b>—I have no education, training, and/or experience relevant to this knowledge or ability.</p>
15.	Ability to exercise sound judgment when making decisions in accordance with goals and objectives.
16.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
17.	Ability to edit documents and written materials (e.g., memos, letters, reports, procedures, technical manuals) to ensure accuracy and completeness.
18.	Ability to establish project timelines to complete projects and assignments within desired timeframes.
19.	Ability to identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
20.	Ability to reconcile discrepancies in data and information from multiple sources.
21.	Ability to extract specific, relevant data and information from a larger body of material.
22.	Ability to present ideas and information effectively in an oral format.
23.	Ability to compose documents (e.g., reports, letters, memos) using proper grammar, punctuation, and sentence structure.
24.	Ability to apply information gathered through research and/or training to current assignments or projects.
25.	Ability to reason logically to resolve issues or draw conclusions.

**Section 3: Housing and Community Development Representative II Tasks**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

<b>ITEM #</b>	<p><b>Years of experience</b>          I have performed this task for:              More than 4 years              More than 2 years and up to 4 years              More than 1 year and up to 2 years              Less than 1 year              No experience</p> <p><b>Knowledge related to performing this action:</b>  <b>Extensive knowledge</b>—I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.  <b>Substantial knowledge</b>—I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.  <b>Moderate knowledge</b>—I possess a sufficient knowledge level that would allow me to perform this task successfully.  <b>Limited knowledge</b>—I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.  <b>No knowledge</b>—I have no knowledge of how to perform this task or what it may entail.</p>
<b>26.</b>	Providing technical assistance on housing, economic development programs, real estate, and/or financial services.
<b>27.</b>	Managing and maintaining records and documents to ensure completeness and compliance with program regulations.
<b>28.</b>	Resolving complex problems by researching the issues, proposing solutions, and developing and implementing a plan to reach a positive outcome.
<b>29.</b>	Collaborating with interested parties to ensure effective implementation of programs for affordable housing, economic development, real estate, and/or financial services.

<b>ITEM #</b>	<p><b>Years of experience</b> I have performed this task for:</p> <ul style="list-style-type: none"> <li>More than 4 years</li> <li>More than 2 years and up to 4 years</li> <li>More than 1 year and up to 2 years</li> <li>Less than 1 year</li> <li>No experience</li> </ul> <p><b>Knowledge related to performing this action:</b></p> <p><b>Extensive knowledge</b>—I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.</p> <p><b>Substantial knowledge</b>—I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate knowledge</b>—I possess a sufficient knowledge level that would allow me to perform this task successfully.</p> <p><b>Limited knowledge</b>—I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No knowledge</b>—I have no knowledge of how to perform this task or what it may entail.</p>
30.	Making preliminary determinations regarding the acceptability or financial feasibility projects.
31.	Responding to questions from interested parties relating to statutes, regulations, or policies to provide technical and troubleshooting assistance.
32.	Tracking and/or reporting project activities and progress to provide performance data.

**Section 4: Housing and Community Development Representative II**  
**Knowledge and Abilities**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

<b>ITEM #</b>	<p><b>Experience applying this knowledge or ability:</b></p> <p><b>Extensive Education, Training, and/or Experience</b>—I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.</p> <p><b>Substantial Education, Training, and/or Experience</b>—I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.</p> <p><b>Moderate Education, Training, and/or Experience</b>—I have moderate education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>Minimal Education, Training, and/or Experience</b>—I have limited education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>No Education, Training, and/or Experience</b>—I have no education, training, and/or experience relevant to this knowledge or ability.</p>
33.	Ability to work independently on projects or assignments without close supervision or detailed instructions.
34.	Ability to resolve conflicts with internal and external parties in a professional manner.
35.	Ability to analyze, interpret, and apply federal, State, and local laws, regulations and programs to determine changes and possible outcomes.
36.	Ability to reason logically to resolve complex housing, financial, or planning issues.
37.	Ability to develop and evaluate procedures and guidelines to ensure compliance with contract or program criteria.
38.	Ability to analyze, evaluate, and articulate the impact and effectiveness of programs, policies, and/or procedures.